

REQUEST FOR PROPOSAL

PROPOSAL NUMBER: 65-RFPB603757

ISSUE DATE: September 11, 2006

TITLE: ATHLETIC TRAVEL SERVICES CONTRACT
FOR THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

ISSUING AGENCY: UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL
MATERIAL & DISBURSEMENT SERVICES
104 AIRPORT DRIVE, SUITE 2700, CB #1100
CHAPEL HILL, NORTH CAROLINA 27599-1100
ATTENTION: Mr. Mark T. Sillman
Phone: 919.962.9463 Fax: 919.962.0636

USING DEPARTMENT: DEPARTMENT OF ATHLETICS

IMPORTANT: This is a **ONE-STEP RFP** process. The proposals shall be submitted prior to the date and time specified below in a sealed envelope. Indicate firm or company name, RFP number and the date for receipt of proposals on the outside of the envelope.

Sealed proposals shall be received until **3:00 p.m.** on **September 28, 2006** for furnishing the services described herein at the address indicated above as the Issuing Agency. Proposals not received by **3:00 p.m.** on **September 28, 2006** shall not be considered. No details of the proposals will be divulged at the time of opening.

All questions concerning this RFP must be submitted via email as a Microsoft word document to **mark_sillman@unc.edu**, no later than **4:00 p.m.** on **September 18, 2006**. Please ensure that the subject line of your email says something like “Questions for RFP 65-RFPB603757” so that your questions will be properly identified and not discarded as possible spam. A summary of all questions and answers will be posted on the Internet or emailed as an addendum, located under the RFP number being modified.

It is the Offerors responsibility to assure that all addenda, if any have been reviewed, signed and returned.

ARTICLE I GENERAL PROVISIONS

Section 1.01 PURPOSE:

This Request for Proposal (RFP) is being issued to obtain a contract for a full-service travel program for athletic travel. The Contractor will be authorized to provide a wide range of **on-site** individual, team, group and charter travel services to the Department of Athletics at the University of North Carolina at Chapel Hill. It is the intent of the Department of Athletics to have all athletic personnel use the selected agency for all official Department of Athletics business. Some programs may be phased in over a period of time.

Section 1.02 BACKGROUND:

The Department of Athletics gross airline ticket sales are approximately \$1 million annually and the annual travel budget is estimated at \$3 million dollars. Neither the University nor the Department of Athletics can imply or guarantee a specific amount of airline or other travel business.

Section 1.03 DUTIES AND RESPONSIBILITIES OF THE DEPARTMENT OF ATHLETICS:

The Department of Athletics will provide the space necessary for an on-site location and parking arrangements for on-site agents. The Department of Athletics will also provide installation for telephone and computer wiring.

ARTICLE II DEFINITIONS

As used in this agreement, the following terms shall have the meanings indicated below:

Section 2.01 UNIVERSITY: "University" shall mean, The University of North Carolina at Chapel Hill for its Department of Athletics.

Section 2.02 OFFEROR: "Offeror" shall mean a company/firm submitting a proposal in response to this Request for Proposals.

Section 2.03 CONTRACTOR: "Contractor" shall mean the Contractor that will provide the professional services for the University.

Section 2.04 TERM: "Term" shall refer to the length of time the contract will be valid.

Section 2.05 CONTRACT ADMINISTRATOR: "Contract Administrator" shall mean the University representative who shall be the direct liaison between the Contractor and the University for this contract. That representative will be Martina K. Ballen, Senior Associate Director of Athletics for Business and Finance.

Section 2.06 UNIVERSITY HOLIDAY SCHEDULE: The University's Holiday Schedule is maintained at <http://hr.unc.edu/Data/SPA/records/schedules/holidayschedule> and shall be considered the official posting for all University recognized holidays.

ARTICLE III **DUTIES AND RESPONSIBILITIES OF CONTRACTOR**

The Contractor hereby agrees to work directly with the University, and the Athletic Department Contract Administrator, in connection with carrying out and conducting all of the following duties and responsibilities during the term of this agreement.

Section 3.01 The Contractor shall provide a wide range of **on-site** individual, team, group and charter services to the Department of Athletics. The on-site agency will handle only the Department of Athletics travel.

Section 3.02 The Contractor shall provide travel and travel-related services paid for and/or reimbursed by the Department of Athletics. It includes that business-oriented travel, which is necessary for teams, coaches, staff, administrators, and official guests who are attending conferences or athletic events, recruiting potential student-athletes and/or otherwise participating in University activities or functions. It does not include student travel other than that which is paid for by the University.

Section 3.03 The Contractor shall cover the cost of computer equipment and office furnishings. Any repairs necessary to the computer equipment shall be the responsibility of the Contractor.

Section 3.04 The Contractor shall be required to conduct extensive criminal checks on all employees and provide a copy to the Contract Administrator upon request. This will apply to any new employees hired after the contract has been awarded.

Section 3.05 The Contractor shall have direct experience managing both an on-site location and a university athletic travel program.

Section 3.06 The Contractor shall be required to use the Central Airline Billing System (CABS) for airline tickets that the University has in operation for airline ticketing.

ARTICLE IV THE PROCUREMENT PROCESS

Section 4.01 PROPOSALS

All proposals are subject to the terms and conditions outlined herein. All responses shall be controlled by such terms and conditions and the submission of other terms and conditions and other documents as part of an Offeror's response will be waived and have no effect either on this RFP or any contract that may be awarded resulting from this solicitation. The submission of any other terms and conditions by an Offeror may be grounds for rejection of the Offeror's proposal. Offeror specifically agrees to the conditions set forth in this paragraph by the signature of its authorized representative on the execution of the proposal page contained herein.

Section 4.02 PRE-PROPOSAL CONFERENCE

The Pre-proposal Conference/Site Visit is **MANDATORY** for all prospective Offerors who wish to have their proposals considered. Proposals from prospective Offerors not attending, or who are not present for the **entire** pre-proposal conference/site visit will not be considered for award. The pre-proposal conference/site visit shall serve as the cut-off date for submission of questions. The opportunity to ask questions of the using department will be provided at this time only. No other contact (regarding this RFP) with the using department during the bid process is allowed. Unauthorized contact with the using department during the bid process may subject your proposal to rejection. Answers to questions regarding the content and interpretation of this RFP shall be valid only when provided at the pre-proposal conference/site visit. This only applies if a mandatory pre-proposal conference/site visit has been called for on the cover of the RFP.

Section 4.03 SELECTION PROCESS

Following is a general description of the process by which a Contractor will be selected to provide required services:

- A. Request for Proposal (RFP) is issued.
- B. Offerors attend the pre-proposal conference/site visit. Or if one is not required, Offerors shall submit in writing any questions they may have.
- C. Proposals will be received from each Contractor in a sealed envelope, **one** original and **eight** copies.
- D. The Execution of Proposal page shall be signed and dated by an official authorized to bind the firm.
- E. The proposal must be received by the Issuing Agency no later than the date and time specified on the cover of the RFP.
- F. At that date and time all proposals from each responding firm shall be opened.
- G. After all proposals have been evaluated, award shall be made to the responsible, responsive Offeror(s) whose proposal is most advantageous to the University in accordance with the specifications set forth in this RFP.

Section 4.04 REQUIRED PROPOSAL CONTENT

Qualified firms are encouraged to submit a proposal for performing the services described herein. All proposals must be submitted strictly in accordance with the requirements of this RFP. **Failure to include any required information in the proposal may disqualify an Offeror as a potential Contractor.**

Proposals shall be prepared simply and succinctly providing a straightforward, concise description of the Offeror's abilities to satisfy the requirements of this RFP. Emphasis shall be on completeness and clarity of content. The information shall be prepared, tabbed and submitted in the order given below. The proposal shall be of sufficient detail to describe the following:

A. The Offeror shall furnish the following information on Agency Services and Cost Reduction Opportunities:

1. An outline of your policies on the following services: complimentary tickets, upgrades or reduced rate first/business class, maintaining traveler profiles and enrollment for qualified travelers in applicable discount programs from travel vendors, available personnel to accompany teams, and a system for tracking credits and refunded tickets. What other services/benefits you offer that are not listed.
2. Examples of reports that would be available to the Department of Athletics. Indicate whether or not you have specialized reporting software that will allow you to customize reports.
3. An outline on other savings opportunities that will be provided, such as discounted airline tickets, upgrades, limousine transfers, airport parking, “meet-and-greet” services, or use of consolidators.
4. A list of all suppliers with whom you have negotiated special rate programs and state which of these programs will be offered to the Department of Athletics.
5. Information detailing the systems that you have in place to find the lowest rates for hotel and car rentals.
6. Information detailing your policies for handling air charters, including any additional fees.
7. Information detailing your specific capabilities regarding athletic group travel including,
 - negotiations with carriers on certain groups
 - group concessions
8. A list of any airline concessions granted your agency such as:
 - waiver of deposits
 - passenger name change opportunities
 - earned tickets for use by the Department of Athletics
 - concessions from carriers regarding minimum group size
 - team negotiations on hotel and destination ground transportation
9. Information detailing your qualifications and experience in providing assistance with budget development for certain aspects of team travel for an athletic department.

B. The Contractor shall provide the following background information:

1. The name of the owner(s) to include their location with complete address and phone number as well as their roles and responsibilities to this account if awarded the contract.
2. Period of time the agency has been in operation.
3. Offerors experience with corporate and/or university on-site travel agency operations.
4. Offerors plans for expansion or acquisition.
5. Size of other commercial accounts and where the Department of Athletics would fall in the scale.
6. Fully describe the Agency's main airline reservations system. Is there a preferred airline relationship for volume agreements/overrides.

C. The Offeror shall provide a detailed description of how they would meet each of the following criteria:

1. Complete business-related travel services to the Department of Athletics, including domestic and international airlines, hotel and car rentals.
2. Staff the on site location with two professional agents who shall provide the services listed in Section III. The agents will be an employee of the Agency; however, the Department of Athletics will be consulted in the selection of the agents. The on-site agents will handle Department of Athletics travel only.
3. Provide coverage for the on-site location during an agent's absence and back-up services to the agents during busy periods.
4. Outline the necessary space requirements for an on-site location.

D. The Offeror shall list a minimum of three (3) references, including point of contact, phone number, fax number and address. The references must be from university/athletic accounts and/or businesses with which the Offeror provides contracted travel services. At least one of the references must have an on-site arrangement and one reference must be an athletic department reference.

E. The Offeror shall provide copies of insurance certificates with respect to each of the insurance policies to be maintained in compliance with the provisions of **Article V**.

F. The Offeror shall provide a signed copy of the **Execution of Proposal** page with the technical proposal. The Execution of Proposal page is located directly after Article VII, Terms and Conditions.

G. The Offeror shall provide a completed copy of the **WHERE SERVICE CONTRACTS WILL BE PERFORMED** page with the technical proposal. The WHERE SERVICE CONTRACTS WILL BE PERFORMED page is located directly after the Execution of Proposal page.

H. The Offeror shall provide a completed copy of the **CRIMINAL BACKGROUND STATEMENT** page with the technical proposal. The CRIMINAL BACKGROUND STATEMENT page is located directly after the WHERE SERVICE CONTRACTS WILL BE PERFORMED page.

I. Section VI, **PRICING SCHEDULE**, shall be completed and included in the proposal. All blanks in Section VI, **PRICING SCHEDULE**, must be filled in.

Section 4.05 PROPOSAL SUBMISSION AND OPENING

The proposal must be received by the Issuing Agency no later than the date and time specified on the cover of this RFP. The proposal shall be placed in a sealed envelope with the complete name of the Offeror's company/firm and the RFP number printed on the outside of the envelope. The Offeror should ensure that the RFP number is printed on its address label so that it can be properly identified upon arrival at the Issuing Agency address.

Section 4.06 EVALUATION OF PROPOSALS

The Offerors proposal shall be submitted at the time specified. Designated University staff members will evaluate the proposals received and will consider the following factors in recommending award to a qualified firm. These factors are not necessarily listed in order of priority.

Factor	Percentage
AGENCY SERVICES & COST REDUCTIONS	30%
AGENCY BACKGROUND INFORMATION	15%
AGENCY EXPERIENCE	40%
AGENCY REFERENCES	05%
COMPENSATION	<u>10%</u> 100%

Offerors are cautioned that this is a request for proposal, not a request to contract, and the University reserves the unqualified right to reject offers for any contract when such rejection is deemed to be in the best interest of the University. The award of a contract to one Offeror does not mean that the other proposals lack merit, but that with all factors considered, that proposal was most advantageous to the University. Requirements of this proposal are the minimum acceptable.

Section 4.07 ELABORATE PROPOSALS

Elaborate proposals in the form of brochures or other presentations beyond that necessary to present a complete and effective proposal are not desired.

In an effort to support the sustainability efforts of the University we solicit your cooperation in this endeavor.

It is desirable that all responses meet the following requirements:

- All copies are printed double sided.
- All submittals and copies are printed on recycled paper with a minimum post-consumer content of 30% and indicate this information accordingly on the response.
- Unless absolutely necessary, all submittals and copies should minimize or eliminate use of non-recyclable or non-reusable materials such as plastic report covers, plastic dividers, vinyl sleeves and GBC binding. Three ringed binders, glued materials, paper clips and staples are acceptable.
- Materials should be submitted in a format which allows for easy removal and recycling of paper material.

Section 4.08 ORAL EXPLANATIONS

The University at its option may request oral presentations, or discussions with any or all Offerors for the purpose of clarification or to amplify the material presented in any part of the technical proposal. However, Offerors are cautioned that the University is not required to request clarification; therefore, all proposals should be complete and concise and reflect the most favorable terms available from the Offeror. The University shall not be bound by oral explanations or instructions given at any time during the competitive process prior to award.

Section 4.09 REFERENCE TO OTHER DATA

Only information which is received in response to this RFP shall be evaluated; references to information previously submitted shall not be evaluated.

Section 4.10 RIGHT TO SUBMITTED MATERIALS

All responses, inquiries, or correspondence relating to or in reference to this RFP, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the Offerors shall become the property of The University when received.

Section 4.11 COST OF PROPOSAL PREPARATION

Any costs incurred by the Offeror in preparing or submitting proposals are the Offeror's sole responsibility; the University shall not reimburse any Offeror for any costs incurred prior to award.

Section 4.12 CONFIDENTIAL INFORMATION

To promote maximum competition and to protect the public bidding procedure from being used to obtain information that would normally not be available otherwise, the University shall maintain the confidentiality of certain types of information (i.e., trade secrets) in accordance with North Carolina law. All such information which are intended to be kept confidential must be designated by the Contractor in writing "Confidential." The obligations of non-disclosure shall not apply to the following:

- A. Information which, at the time of disclosure is in the public knowledge;
- B. Information which, after disclosure becomes part of the public knowledge by publication or otherwise, except by breach of this Agreement;
- C. Information which was in the possession of the University at the time of disclosure and which was not acquired, directly or indirectly by recipient from the disclosing party, and which prior possession can be proven by documentary evidence;
- D. Information received from third parties, provided such information was not obtained to their knowledge by said third parties, directly or indirectly, on a confidential basis;
- E. Information which is independently developed by the University's personnel not privy to the Information.
- F. Information contained in the Pricing Schedule, **Article VI**.

Section 4.13 ADVERTISING

In submitting the proposal, the Offeror agrees not to use the results there from as a part of any news release or commercial advertising without prior written approval of the University.

Section 4.14 TITLES

Titles and headings in this RFP and any subsequent contract are for convenience only and shall have no binding force or effect.

Section 4.15 OFFEROR'S REPRESENTATIVE

Offerors shall submit the name, address, and telephone number of the person(s) with the authority to bind the Offeror and answer questions or provide clarification concerning the Offeror's proposal.

Section 4.16 COMPETITIVE OFFER

Under penalty of perjury, the signer of any proposal submitted in response to this RFP thereby certifies that its proposal has not been arrived at collusively or otherwise in violation of Federal or North Carolina antitrust laws. In submitting the proposal, the Offeror agrees not to discuss or otherwise reveal its technical or cost information to any other sources, government or private, until after the award of the contract. Offerors not in compliance with this provision may be disqualified.

Section 4.17 DECLINE TO OFFER

Any Offeror which received a copy of the RFP through the mail, but which declines to make an offer is requested to send a formal "Decline to Offer" to the University. Failure to respond as requested may subject the Offeror to removal from consideration on future requirements. If the RFP is received electronically a formal "Decline to Offer" is not necessary.

Section 4.18 AWARD OR REJECTION

All qualified proposals will be evaluated and award made to that Offeror whose proposal is deemed to be the most advantageous to the University. The University reserves the unqualified right to reject any or all offers, waive any informality in the proposal and unless otherwise specified by the Offeror, to accept any item or part of the proposal if determined to be in the best interest of the University.

Section 4.19 SUBCONTRACTING

Offerors may propose to subcontract portions of the work provided that their proposals clearly indicate what work they plan to subcontract and to whom and that all information required about the prime contractor is also included for each proposed subcontractor.

Section 4.20 PROPOSAL ACCEPTANCE PERIOD

This proposal shall be binding upon the Offeror for 45 (forty-five) calendar days following the bid opening date. Any proposal on which the Offeror shortens the acceptance period may be rejected.

Section 4.21 HISTORICALLY UNDERUTILIZED BUSINESS

Pursuant to G.S. 143-48 and Executive Order No. 150, the University invites and encourages participation in this procurement by businesses owned by minorities, women and the disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled.

Section 4.22 RECIPROCAL PREFERENCE

This RFP and the resulting contract are subject to General Statute 143-59 which establishes a reciprocal preference law to discourage other states from applying in-state preferences against North Carolina's resident Offerors. The "Principal Place of Business" is defined as the principal place from which the trade of business of the Offeror is directed or managed.

Section 4.23 EXAMINATION OF CONDITIONS

It shall be understood and mutually agreed that by submitting a proposal, the Offeror acknowledges that it has carefully examined all pertinent documents pertaining to the work, the general location, and has satisfied itself as to the nature of the work; condition of existing buildings and their accessory structures; conformation of the ground; character, quality and quantity of the materials to be encountered; general and local conditions, construction hazards and all other matters which can in any way affect the work under the contract. It is further mutually agreed that by submitting a proposal the Offeror acknowledges that it has satisfied itself as to the feasibility and meaning of these specifications and any associated documents relative to the work and that it accepts all the terms, conditions and stipulations contained therein; and that it is prepared to work in cooperation with other Contractors or University employees performing work at any of the sites.

Section 4.24 PROTEST PROCEDURES

When an Offeror wants to protest a contract awarded pursuant to this solicitation it must submit a written request to the Director, Material and Disbursement Services, University of North Carolina at Chapel Hill, 104 Airport Drive, Suite 2700, CB 1100, Chapel Hill NC 27599-1100. This request must be received in the University Purchasing Office within thirty (30) consecutive calendar days from the date of the contract award, and must contain specific sound reasons and any supporting documentation for the protest. NOTE: Contract award notices are sent only to those actually awarded contracts, and not to every person or firm responding to this solicitation. Offerors may call the University to obtain an oral status of contract award. All protests will be handled pursuant to the North Carolina Administrative Code, Title 1, Department of Administration, Chapter 5, Purchase and Contract, Section 5B.1519.

Section 4.25 OUTSOURCING

The Offeror must detail the manner in which it intends to utilize resources or workers located outside of the United States, and the University will evaluate the additional risks, costs and other factors associated with such utilization to make the award for this proposal as deemed by the awarding authority to be in the best interest of the University.

For any proposed or actual utilization or contract performance outside of the United States, the Offeror's proposal must include:

- a) The location of work performed under a state contract by the vendor, any subcontractors, employees, or other persons performing the contract.
- b) The corporate structure and location of corporate employees and activities of the vendors, its affiliates or any subcontractors.

The University may initiate proceedings to debar a vendor from participation in the bid process and from contract award as authorized by North Carolina law, if it is determined that the Offeror has refused to disclose or has falsified any such information in its proposal.

ARTICLE V INSURANCE REQUIREMENTS

Section 5.01 CONTRACTOR'S OBLIGATION

Contractor shall, at its own expense, obtain and maintain throughout the term of this agreement, at least the following policies of insurance from an insurance company duly authorized to do business in North Carolina:

- (a) Comprehensive general liability insurance insuring against loss arising from personal or bodily injury or death of any person and arising from property damage for occurrences on or in University property while conducting professional services. Such policy of insurance shall be issued by a company or companies with at least an "A" Best Rating or rating equivalent and qualified to do business in the State of North Carolina and with \$1,000,000 combined single limit per occurrence for bodily injury and property damage and a \$1,000,000 aggregate limit.
- (b) Automobile Liability insurance including \$1,000,000 combined single limit per occurrence for bodily injury and property damage covering owned, not owned and hired vehicles.
- (c) Worker's compensation insurance, if required by applicable law, for all persons employed by company for any purpose on University property and company shall pay any and all contributions, taxes and costs of such insurance and benefits payable thereunder which are required to be withheld and/or paid by any employer under the provision of any applicable present or future law, ruling and regulation.

Section 5.02 EVIDENCE OF INSURANCE

Contractor shall provide copies of insurance binders (or certificates in lieu thereof) with respect to each of the insurance policies to be maintained, with the **Technical Proposal**. Each binder and policy required to be obtained and maintained pursuant to this Article V shall provide that it may not be amended, modified or canceled without a minimum of forty-five (45) days' notice to the University.

ARTICLE VI **PRICING SCHEDULE**

Section 6.01 The Offeror shall propose the costs to furnish the services in accordance with this RFP. Award will be made to the Contractor(s) whose proposal is most advantageous to the University in accordance with **Section 4.06**.

Provide pricing models showing estimated revenues and expenses to the Department of Athletics. For example, would the Agency's travel services be provided to the Department of Athletics based on management fees, revenue share, transaction fees, profit/risk sharing, net-net, overrides/commission share, etc. for each of the options below;

OPTION A: One (1) year period with option of two (2) additional one (1) year terms not to exceed three (3) years.

OPTION B: Three (3) year period with option of two (2) additional one (1) year terms not to exceed five (5) years.

OPTION C: Five (5) year period with option of three (2) additional one (1) year terms not to exceed seven (7) years.

OPTION D: Seven (7) year period with option of three (3) additional one (1) year terms not to exceed ten (10) years.

ARTICLE VII **TERMS AND CONDITIONS THAT SHALL GOVERN THE CONTRACT**

Section 7.01 TERM

This agreement shall be binding on both parties for the period stated on the purchase order and shall be dependent upon the pricing option chosen by the University to be most advantageous to the University at the time of award. The University shall have the option of extending the contract for the option periods called for under the option chosen from the pricing schedule. The University shall give the Contractor written notice of its intent to renew no less than ninety (90) days prior to the expiration and if the University elects to renew, the terms of said renewal shall be specified in writing as part of the written notice. Contractor shall respond within thirty (30) days of this notice with any exceptions or changes to the original contract terms. The exceptions shall be negotiated between the University and the Contractor during the remaining sixty (60) days of the notice period. If there are no exceptions taken or, upon mutual agreement of the parties concerning renewal terms, the Contractor shall sign the renewal notice and send it back to the University. The total term of this contract shall not exceed total number of years called for in the option chosen by the University from the pricing schedule.

Section 7.02 GOVERNING LAW

This contract is made under and shall be governed and construed in accordance with the laws of the State of North Carolina.

Section 7.03 SITUS

The place of this contract, its situs and forum, shall be North Carolina, where all matters, whether sounding in contract or tort, relating to its validity, construction, interpretation and enforcement shall be determined.

Section 7.04 PAYMENT

Invoices shall be submitted monthly and payment for services provided by the Contractor shall become due within thirty (30) days of receipt of an approved invoice from the Contractor. Invoices shall show the University's purchase order number and shall be approved by the Contract Administrator.

Section 7.05 REGULATIONS

The University and Contractor shall comply with all Federal, State and local laws, statutes, ordinances and regulations as applicable to this agreement. These shall include the rules, regulations, and interpretations of the North Carolina Department of Labor relative to Occupational Safety and Health Standards pertinent to the work specified herein. By signing and submitting a proposal, the Contractor certifies its compliance with all applicable local, state and federal laws and regulations including, but not limited to, the Omnibus Transportation Act of 1991 and its implementing regulations. At the request of the University, the Contractor shall provide evidence of compliance.

Section 7.06 DEFAULT

Should the University determine that the Contractor is not satisfactorily providing services as outlined within this agreement, the University may, by written notice to the Contractor, demand that the Contractor provide the service(s) in question in a satisfactory manner. The Contractor shall respond via phone or fax within 24 hours after receipt of the cure notice to assure the Issuing Agency that the Contractor has the notice and understands the situation. If the Contractor fails to cure the problems detailed in the cure notice within the time specified in the notice, the University may terminate the entire contract or only the part of the contract in question. In the event the University terminates this contract as provided herein, it may procure, in such a manner as it deems reasonable and appropriate, such services as required by this agreement and the Contractor shall be liable for any cost for such services. However, if this agreement is terminated in part, the Contractor shall be required to continue the performance of this agreement to the extent not terminated under the provisions of this clause, while remaining liable for any cost of services obtained by the University to cover services canceled due to unsatisfactory services from the Contractor under this agreement.

Section 7.07 TERMINATION

The University may terminate this contract without penalty for any reason upon thirty (30) days written notice to the Contractor. In that event, all finished or unfinished deliverable items prepared by the Contractor under this contract shall, at the option of the University, become its property. If the contract is terminated by the University as provided herein, the Contractor shall be paid for services satisfactorily completed, less payment or compensation previously made.

Section 7.08 INDEMNIFICATION AGREEMENT

The Contractor shall indemnify the University against any and all liability, claims, and costs of whatsoever kind and nature, for injury to or death of any persons, for loss or damage to any property in connection with or in any way incident to or arising out of the occupancy, use, service, operations, or performance of work in connection with this agreement resulting in whole, or in part from the acts or omissions of the Contractor, or any employee, agent, or representative of the Contractor, and too, the Contractor shall pay all royalties and license fees and shall defend all suits or claims for infringement of any patent rights or copyright rights and shall save the University from loss on account thereof.

Section 7.09 BANKRUPTCY

Upon entry of a judgment of bankruptcy or insolvency by or against the Contractor, the University may terminate this contract for cause.

Section 7.10 AFFIRMATIVE ACTION

The Contractor shall take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin or disability.

Section 7.11 CONTRACT DOCUMENT

The contract shall be deemed to include, by incorporation, the following documents:

- a. The Contractor's proposal to the extent not inconsistent with this RFP.
- b. This Request For Proposal.
- c. Any written amendments to the contract, which may be issued from time to time.
- d. The Purchase Order.

In accordance with **Section 4.01**, to the extent the Contractor's proposal conflicts with this RFP, this RFP shall govern the conduct of the parties. Changes to the contract, or any of its terms and conditions, may be made only by written amendments stipulating the changes to be made and the effective date. Each amendment must be signed by both the Contractor and the University's Purchasing Office.

Section 7.12 APPROPRIATIONS

The Contractor agrees and understands that payment as specified in the resulting contract for the period set forth herein, or any extensions or renewal thereof is dependent upon and subject to the appropriation, allocation or availability of funds for this purpose and the contract shall automatically terminate upon depletion of such funds.

Section 7.13 INDEPENDENT CONTRACTOR

The Contractor shall be considered to be an independent contractor and as such shall be wholly responsible for the work to be performed and for the supervision of its employees. The Contractor represents that it has, or will secure at its own expense, all personnel required in performing the services under this agreement. Such employees shall not be employees of, or have any individual contractual relationship with the University.

Section 7.14 ACCESS TO PERSONS AND RECORDS

The State Auditor shall have access to persons and records as a result of all contracts or grants entered into by the University in accordance with General Statute 147-64.7.

Section 7.15 ASSIGNMENT

No assignment of the Contractor's obligations or the Contractor's right to receive payment hereunder shall be permitted. However, upon written request approved by the University and solely as a convenience to the Contractor, the University may:

- A. Forward the Contractor's payment check directly to any person or entity designated by the Contractor, and
- B. Include any person or entity designated by Contractor as a joint payee on the Contractor's payment check.

In no event shall such approval and action obligate the University to anyone other than the Contractor and the Contractor shall remain responsible for fulfillment of all contract obligations.

Section 7.16 DEBARMENT STATUS

By submitting a proposal, the Contractor certifies that it is not currently debarred from bidding on contracts by any agency of the State of North Carolina or any agency of the Federal Government, nor is it an agent of any person or entity that is currently debarred from submitting bids on contracts by any agency of the State of North Carolina or any agency of the Federal Government.

Section 7.17 CONFIDENTIALITY

The Contractor shall protect the confidentiality of any files, data or other materials provided by the University and shall restrict their use to purposes of performing the contract and none other. The Contractor shall take all steps necessary to safeguard any data, files, reports or other information from loss, destruction or erasure. Any costs or expenses of replacing or damages resulting from the loss of such data shall be borne by the Contractor when such loss or damage occurred through its negligence.

Section 7.18 KEY PERSONNEL

The Contractor shall not substitute key personnel assigned to the performance of this contract without prior written approval from the University. The individuals designated as key personnel for the purposes of this contract are those specified in the Contractor's proposal.

Section 7.19 CARE OF PROPERTY

The Contractor agrees that it shall be responsible for the proper custody and care of any property furnished it for use in connection with the performance of this contract or purchased by the University for this contract and will reimburse the University for loss of damage of such property.

Section 7.20 COPYRIGHT

The deliverable items produced in whole or in part under this agreement constitute a work for hire. The University shall own the deliverable items and all rights pertaining thereto; and the Contractor shall have no rights in and to said deliverables, nor shall any of said deliverable item(s) be the subject of an application for copyright by or on behalf of the Contractor. Should the deliverable items produced in whole or in part under this agreement not be "works for hire" as defined by the United States Copyright Act, the Contractor hereby assigns the copyright and all its right, title and interest in the deliverable items to the University.

Section 7.21 WORK INSPECTION

It is a condition of this contract that the work described herein shall be subject to inspection by the designated official representatives of the University, and those persons required by state law to test special work for official approval. Unless otherwise specified, work shall be inspected during the normal working hours of 8:00 A.M. to 4:00 P.M.

Section 7.22 NON EXCLUSIVENESS OF CONTRACT

At any point during the term of the contract the University reserves the right to enter into other contracts with this or other contractors for the same or similar services when it is deemed to be in the best interest of the University.

Section 7.23 CRIMINAL CONVICTIONS CHECKS

This University is committed to providing a crime free environment for its faculty, staff and students. Due to the contractual requirements as set forth in Section III of this RFP, your personnel will have access to various areas of this University. The University reserves the right to require a criminal convictions check on owners, officers, employees and any other workers of the Contractor and their subcontractors at any time upon written request. The Contractor or the Contractor's direct representative shall accompany all new employees to the jobsite and present them to the Contract Administrator. At that time, if a criminal convictions check has been requested the Contractor shall provide a criminal history (not a letter) including traffic records, by presenting a document from a reputable company providing statewide searches covering a minimum of the last seven (7) years to the Contract Administrator. The criminal history shall match the name on the government issued picture identification card. Out of state searches shall be required for persons living in the state of North Carolina for less than seven (7) years. The names, addresses and birth dates of each person that enters University property (including the owners and subcontracts) in the performance of this contract shall be supplied with the criminal history on company letterhead signed by a representative duly authorized to sign on behalf of the company. This history shall be provided to the Contract Administrator at least twenty-four (24) hours prior to any person performing work under this contract. Persons without this criminal history may be turned away and not allowed to work on any property owned or utilized by the University until proper documentation is submitted and approved by the Contract Administrator.

The University reserves the right to keep any person from being assigned to work on its property if that person (1) has been convicted of a criminal offense since the age of eighteen (18), or (2) been found at any time to have an outstanding warrant or a pending court case, or, (3) if related to his/her work at the University, has current habitual problems with traffic related issues such as no driver's license, no vehicle tags, and/or no insurance. The Contractor must disclose the criminal convictions records of all persons proposed to work on campus with the designated university official.

During the term of this contract, the Contractor shall comply with these procedures for any new owner, officer, employee and any other worker of the Contractor and their subcontractors upon proper written notification by the Contract Administrator.

The Contract Administrator shall maintain all criminal convictions checks in a secure locked container for the term of the contract. At the end of the contract period the Contract Administrator shall ensure that the files have been returned to Contractor or destroyed in such a manner as to prevent disclosure of any kind.

EXECUTION OF PROPOSAL

TITLE: ATHLETIC TRAVEL SERVICES CONTRACT
FOR THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

PROPOSAL NUMBER: 65-RFPB603757

Certification: By executing this proposal, the signer certifies that this proposal is submitted competitively and without collusion (G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and that it is not an ineligible vendor as set forth in G.S. 143-59.1. False certification is a Class 1 felony.

Will any of the work under this contract be performed outside of the United States?

Yes No *If your answer was yes, then in your technical proposal you shall describe in detail what part of the work will be performed outside of the United States as well as what percentage of the total contract that work represents by completing the attached document entitled "WHERE SERVICE CONTRACTS WILL BE PERFORMED".*

FIRM NAME: _____

ADDRESS: _____

CITY, STATE, ZIP CODE: _____

PHONE NUMBER: _____ **FAX NUMBER:** _____

FEDERAL TAX IDENTIFICATION NUMBER: _____

PRINCIPAL PLACE OF BUSINESS IF DIFFERENT FROM ABOVE: _____

NAME: _____ **TITLE:** _____

SIGNATURE (IN INK): _____ **DATE:** _____

EMAIL ADDRESS: _____

**THIS PAGE AND THE ONE FOLLOWING MUST BE
COMPLETELY FILLED OUT, SIGNED AND RETURNED WITHIN
YOUR TECHNICAL PROPOSAL.**

UNSIGNED PROPOSALS SHALL NOT BE CONSIDERED.

WHERE SERVICE CONTRACTS WILL BE PERFORMED

In accordance with NC General Statute 143-59.4 (Session Law 2005-169),
this form is to be completed and submitted with the Offeror's Technical Proposal.

TITLE: ATHLETIC TRAVEL SERVICES CONTRACT
FOR THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

PROPOSAL NUMBER: **65-RFPB603757**

ISSUING AGENCY: UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL
MATERIAL & DISBURSEMENT SERVICES
104 AIRPORT DRIVE, SUITE 2700, CB #1100
CHAPEL HILL, NORTH CAROLINA 27599-1100
ATTENTION: Mr. Mark T. Sillman
Phone: 919.962.9463 Fax: 919.962.0636

FIRM NAME: _____

ADDRESS: _____

CITY, STATE, ZIP CODE: _____

Location(s) from which services will be performed by the contractor:

Service	City/Province/State	Country
---------	---------------------	---------

Location(s) from which services are anticipated to be performed outside the U.S. by the contractor:

Location(s) from which services will be performed by subcontractor(s):

Service	Subcontractor	City/Province/State	Country
---------	---------------	---------------------	---------

Location(s) from which services are anticipated to be performed outside the U.S. by the subcontractor(s):

(Attach additional pages if necessary.)

CRIMINAL BACKGROUND STATEMENT

TITLE: ATHLETIC TRAVEL SERVICES CONTRACT
FOR THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

PROPOSAL NUMBER: 65-RFPB603757

The Offeror hereby certifies that it performs and maintains criminal background checks on all employees and will not allow any contractor employees to work on University/Endowment property that has a criminal background without first notifying and obtaining approval from the contract administrator.

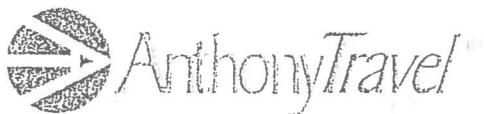
FIRM NAME: _____

NAME: _____ **TITLE:** _____

SIGNATURE (IN INK): _____ **DATE:** _____

THIS PAGE MUST BE COMPLETELY FILLED OUT, SIGNED AND RETURNED WITHIN YOUR TECHNICAL PROPOSAL.

Failure to include this information in the technical proposal may disqualify an Offeror as a potential Contractor.



October 9, 2013

Mr. Mark Sillman
University of North Carolina at Chapel Hill
Procurement Services
104 Airport Drive, Suite 2700, CB#1100
Chapel Hill, NC 27599-1100

- Reports
- Package pricing

► LaFortune Student Center
P.O. Box 1085
Notre Dame, IN 46556
► (574) 631-5760
(574) 631-8504 (Fax)
► AnthonyTravel.com

Dear Mark,

Thank you for the opportunity to submit our proposal to provide on-site travel management services for the University of North Carolina Athletic Department.

We have highlighted the special position enjoyed by Anthony Travel, Inc. (ATI) when it comes to sports related travel in general, and the UNC Athletic Department in particular. We have taken the opportunity to present those advantages for your consideration in the following pages.

As you know, ATI currently serves as official travel partner to UNC Athletics, a partnership now in its 13th year. That partnership continues to provide top-notch levels of service to the Tar Heels, as Anthony Travel consistently scores above a 95% approval and satisfaction rating in our annual survey of the UNC Athletic Department. This relationship extends to our experience with the Rams Club, where we have handled more than 35 events (including bowl games, Final Fours, the Maui Invitational, ACC Basketball Tournament, and regular season football games) and served over 4,500 travelers in the last five years alone.

Anthony Travel partners with Concur Travel, a premiere global online booking tool used by organizations to control their travel spend and provide employees with an easy web-based travel tool. If UNC Athletics desires an online booking tool at any point in the future we would be happy to both discuss and implement on your behalf.

We anticipate UNC's athletic travel volume to increase due to the geographical expansion of the ACC. Fortunately, Anthony Travel has considerable experience in the athletic travel market of Pittsburgh, Syracuse, South Bend and Louisville, and will be able to pass that expertise to our service to UNC Athletics.

Finally, Anthony Travel has considerable experience managing on-site locations for university athletic travel. Between our 28 on-site university athletic offices nationwide and our dedicated support staff for these locations, Anthony Travel is the leader in on-site university athletic travel solutions.

We firmly believe that we continue to be the best solution for UNC's team, individual, fan and event travel, and that our service is simply without peer. In order to highlight ATI's expertise in collegiate athletic travel, we have attached an Executive Summary Scorecard to compare our services to that of your other options on a number of criteria.

We look forward to continuing our successful partnership with the University of North Carolina Athletic Department

With best regards,

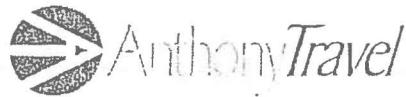
John Anthony

John Anthony
President/CEO



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	Executive Summary Scorecard	Attachment B



PROPOSAL

A. The Offeror shall furnish the following information on Agency Services and Cost Reduction Opportunities:

- I. Outline your policies on the following services: complimentary tickets, upgrades or reduced rate first/business class airfare, maintaining traveler profiles and enrollment for qualified travelers in applicable discount programs from travel vendors, available personnel to accompany teams, and a system for tracking credits and unused tickets. What other services/benefits do you offer?

Anthony Travel, Inc. (ATI) has 28 onsite offices and 185 employees across the United States dedicated to university athletic travel and group travel planning. We arrange air travel, hotels, airfare and ground transportation for approximately 1,000 college athletic teams each and every day. The sheer volume of services provided by ATI enables us to provide our clients with unparalleled customer service and significant financial benefits.

ATI excels at catering to the unique travel needs of administrators, officials, teams, coaches, alumni, and fans. We are committed to providing the most cost-efficient, time-effective travel solutions available. It is our mission to enhance the overall travel experience of your competing student-athletes, coaches and fans.

Group Travel Benefits

ATI is highly experienced in group travel arrangements. We have preferred agreements with a large number of airlines, providing high-level contacts and special rates/discounts that directly benefit UNC Athletics.

Our responses to Questions A.7 and A.8 discuss specific perks pertaining to group travel, including complimentary tickets, upgrades, waiver of Saturday night stays, name changes, and other exclusive Anthony Travel team travel benefits.

Profiles

For agent assisted reservations, we collect and input detailed travel profiles from your regular travelers so that we have their travel preferences, frequent flyer numbers, passport numbers, award program numbers, and any other individual particulars in our computer system and accessible at all times. We also assist and ensure travelers are enrolled in applicable programs, such as car rental and hotel programs. This information is kept confidential.

Seat Upgrades

ATI sets the standard for personalized service excellence in the university travel market. Our travel consultants utilize our preferred status with all the major airlines, detailed traveler profile information on preferences, and our 20 years of experience to manage special services for our university partners in the most customized, cost-efficient manner. Those designated to your account will work directly with the travelers in managing these services for each specific reservation.

Personnel to Accompany Teams

While our on-site agents typically do not travel with teams on regular season trips, we do provide on-site assistance for special events like the Maui Invitational where team travel is integrated with a Rams Club event. Other arrangements are always open for discussion on a case-by-case basis.

Credits and Unused Tickets

During our 12 year partnership with UNC Athletics, Anthony Travel has effectively managed unused tickets and credits on your behalf. Our Global Distribution System, Sabre, features an Unused E-Ticket interactive tool that automatically informs the agent that the traveler has unused electronic tickets that apply to the current travel booking. If there is an unused E-Ticket that matches the airline the traveler is booked on, the Unused E-Ticket alert displays at the top of the screen, highlighted in yellow.

2. Describe your experience with managing or utilizing airline or hotel rewards points to benefit the Athletic Department. Do you have a system in place to track points earned and assign them appropriately to the



groups/sports that earned them?

ATI is experienced in managing airline rewards points for our athletic department partners, as we have for UNC Athletics travelers for the last 12 years. Currently, the points earned are allocated to each individual traveler.

We also manage hotel points earned through individual and team bookings. It is our practice to assign a rewards number from the coach or operations person to any hotel agreements we contract on your behalf, allowing UNC Athletics to earn rewards points on both individual and team hotel bookings.

ATI has established strong relationships with hotel vendors and account managers nationwide.

- Our Marriott and Hilton relationships give us access to their special sports rates though their VIP Athletic and MVP programs, respectively.
- We are a top level account with Marriott, Hilton, Starwood, IHG and Four Seasons hotels.
- We make every effort to contract in every city with Marriott, Hilton, and IHG Choice hotels so coaches have options and can maximize frequent-stay rewards.

3. Outline other savings opportunities that will be provided, such as discounted airline tickets, upgrades, limousine transfers, airport parking, “meet-and-greet” services, or use of consolidators? What actions and/or recommendations have you used with other clients that have resulted in added cost savings to the Athletic Department?

Discounted Airline Tickets

Group Travel – We have developed strong relationships with key contacts at preferred group departments, enabling us to negotiate discounted airline contracts for group and team travel. Our preferred agency status with several major air carriers provides UNC with additional group benefits with certain carriers including; waiver of group deposits, group booking status for traveling parties smaller than 10 passengers for certain sports; and free name changes.

Individual Travel – Anthony Travel has extensive experience in airline negotiations for our high volume accounts. If re-selected as the Official Travel Provider for the UNC Athletic Department, we will continue to negotiate discounted rates on your behalf. Currently, the lack of consolidation on the campus travel side has caused carriers such as Delta to pull back on providing upfront discount agreements to the university.

Upgrades and Corporate Benefit Programs

UNC Athletics is currently enrolled in corporate benefit programs through Southwest Airlines SWABIZ and American Airlines Business Extraa Program that offer opportunities to earn free tickets, first class upgrades, and frequent flyer elite status appointments. These benefits accrue quarterly based on purchases through a given airline. Summary statements and any perks earned are issued by most airlines on a quarterly basis.

Our travel consultants utilize our preferred status with all the major airlines, detailed traveler profile information on preferences, and our 20 years of experience to manage special services for our university partners in the most customized, cost-efficient manner. Your dedicated on-site agents work directly with the travelers in managing these services for each specific reservation.

Since our partnership began in 2001, UNC Athletics has utilized 176 free tickets provided by Anthony Travel, totaling \$105,753.38 in savings!

Limousine Transfers

Anthony Travel has preferred status with Tristar and Dav El Chauffeured Transportation Network, operating in over 550 cities worldwide, featuring luxury sedans, stretch limousines, executive vans and bus service. ATI has established an extensive network of relationships with other local ground transportation companies due to our university clients who travel all over the United States. ATI's preferred status with Dav-El allows us to offer our clients significant discounts on luxury ground transportation.



Airport Parking

While unsuccessful in the past, ATI is willing to continue our efforts to negotiate discounted parking at the Raleigh-Durham Airport.

"Meet-and-Greet" Services

Whenever possible, ATI employees see teams off at the airport or at the bus when departing from campus. When possible, ATI representatives notify the airline of a team/group departure in order to: arrange for early equipment arrival at the airport, fill-out bag tags in advance, and arrange for a special check-in line. As previously mentioned, ATI representatives can continue traveling with certain teams as mutually agreed upon by both ATI and UNC Athletics.

Use of Consolidators

ATI has established relationships with various air consolidators including Student Travel Network, Travel Professionals, and Centrav, among others depending on the points of destination of clientele.

Savings

Additional savings come from proactive travel management – by actively managing reservations and questioning airline policy, we are able to secure additional savings for our clients. For example, while reviewing a group fare for UNC Men's Lacrosse on United prior to ticketing, ATI agents noted that extra Q-charges were incorrectly added to the fare. The group had been originally booked on Continental prior to their ticketing system being tied to United's, and the computer was now incorrectly adding these charges (\$90/ticket x 55 tickets). The UNC-ATI agents worked with United to correct the mistake, which would have gone unnoticed if not for the ATI agents' expertise. **Savings to UNC Athletics = \$4,950.00**

Our agents also check the fare with the airline group desk prior to ticketing to see if the fare has decreased. We have been successful in this effort dozens of times, which results in significant savings to the department given the number of tickets in group bookings. For example, the UNC onsite agent booked Softball team's May 2012 trip to Boston on US Airways in the fall, prior to JetBlue releasing their schedules. The day before ticketing, agent calls JetBlue to check airfare and discovers that not only do they have availability but rates are lower and flights are non-stop. Even after paying deposit from US Airways, agent secured significant savings: (US Airways fare of \$478.85/ticket x 28 tickets) – (JetBlue fare of \$261.60/ticket x 28 tickets) – (US Airways deposit of \$725). **Total savings to UNC Athletics = \$5,358.00**

In addition, at the time of reservation, our agents are trained to search for the lowest fare and use "Value-Pricer" and "Bargain Finder" on a standard basis, in addition to searching for negotiated University of North Carolina discounts. Bargain Finder Plus is an itinerary-led shopping feature which enables us to find lower-priced itinerary options based on specific criteria provided by our customers. This feature searches alternate airlines, airports, time of day and inventory to provide up to 19 lower fare options. Coaches and staff no longer need to waste hours of their time and money scouring various travel websites.

4. List suppliers with whom the Agency has negotiated special rate programs? Which of these programs will be offered to the Athletic Department?

Better pricing from travel vendors is one of the primary reasons that universities depend on ATI for the greatest overall value in their travel programs. Leveraging our extensive volume of travel buying power, ATI has travel benefits in place that assist University of North Carolina Athletics in its cost reduction efforts. The Athletic Department has full access to our preferred airline agreements, our Preferred Hotel Program and our Motor Coach Connection Program.

The information regarding Anthony Travel's preferred airline agreements contained in this proposal are proprietary, and, as such, may not be disseminated without the authorization of Anthony Travel, Inc.

Air Partners

Anthony Travel currently holds preferred airline agreements with the following major airline carriers:



- Alaska Airlines
- American Airlines
- Delta Air Lines
- Frontier Airlines
- Southwest Airlines
- United Airlines

Our athletic travel volume provides us with leverage with vendors to negotiate greater savings for our clients. By leveraging our extensive volume of sports travel buying power, ATI has team travel air benefits in place that will benefit University of North Carolina Athletics:

- Group discounts with preferred carriers
- Discounts for groups of less than 10 (golf, tennis)
- Waiver of Saturday night stay requirements
- Waiver of group deposits (including Southwest Airlines)
- We are the only agency to have preferred group booking status with Southwest Airlines, three Southwest agents dedicated to making these reservations for us, and a waiver of group deposit requirements for our travel partners!

*Benefits are specific to contracts with certain airlines.

University of North Carolina Athletics can also take advantage of Anthony Travel's discount with Frontier Airlines. Benefits include reduced change fees (\$50.00 vs. \$100.00), pre-assigned seat assignments, full frequent flyer credit and access to Classic and Classic Plus fares.

A benefit specific to Athletics is free ticket earnings. Free tickets accumulate at a rate of 1 per 40 from team trips made throughout the year on American and Alaska Airlines. These free tickets can be used for individual travel at later dates, so we recommend they be used when the fare would otherwise be quite high.

Additionally, UNC athletics can take advantage of Delta's Canceled Fare Policy and Fare Increase Policy that allows ATI to issue a ticket within one business day of a **cancelled** or **increased** fare on Delta Air Lines.

For example, with the **Canceled Fare Policy**, our travel consultant books a reservation at 9:00 a.m. Delta cancels that fare at midnight. At 7:00 a.m. the following morning the travel agent is ready to issue the ticket but notices the fare has been canceled. Delta will allow ATI's travel consultant to ticket the reservation for the canceled fare providing the rules of the canceled fare policy are met.

With the **Fare Increase Policy**, our travel consultant books a PNR at 2:00 p.m. Delta has a fare increase at 10:00 a.m. the following day. At 1:00 p.m., our travel consultant is ready to issue the ticket but notices the fare has increased. Delta will allow ATI to ticket the reservation at the original fare quoted earlier providing the rules of the fare increase policy are met.

Delta recently announced the **Domestic Change Rebooking Policy**, also available to UNC Athletics. Delta will continue to proactively rebook and contact customers affected by a schedule change using current Delta procedures. However, the new policy allows the option to either accept the rebooked Delta flights or to provide alternate re-accommodations for advance schedule changes without the need to contact Delta.

We are thrilled to provide these efficient ticketing options to University of North Carolina Athletics as a part of our services.

Due to our preferred relationships we have **reduced ticketing times**. The following is a list of the major airline carriers and the corresponding ticketing guidelines for Anthony Travel clients versus standard industry ticketing requirements:



Airline	Anthony Travel Ticketing Deadline	Industry Standard
United	3 days prior to departure	30 days prior
American	7 days prior to departure	21 days prior
Delta	30 days prior to departure	30 days <i>after booking date</i>
Southwest	30 days prior to departure	60 days prior

5. What systems are in place to find the lowest rates for hotels and ground transportation (charter busses and car rentals)?

Hotels

Due to our experience and expertise in managing lodging the NCAA® has hired Anthony Travel under a long term contract to source, negotiate, secure and manage all hotels for NCAA® championships, meetings, and conventions. The contract also includes fan travel. This unprecedented partnership has already been met with an overwhelmingly positive response from host cities, institutions, and hotels.

ATI is considered a top level premiere account with Marriott, Hilton, IHG (Intercontinental/Holiday Inn), and Starwood hotel companies, with national account managers who assist us throughout the year. In many cities where you travel, we can secure the lowest possible room rates and best benefits at the ideal hotel with a single phone call.

Our preferred relationships with these hotels provide our university clients exclusive savings and benefits. Anthony Travel enjoys the following special designations:

- **Marriott** – Anthony Travel is the #1 sports intermediary with Marriott National Sales. We are assigned two Global Account Managers and four support staff.
- **Hilton** – Top 3 of all sports intermediaries handled by Hilton National Sales
- **IHG** – Anthony Travel currently ranks in the Top 5 of all sports intermediaries handled by Intercontinental Hotel Group, Starwood and Carlson Hotels.

Additionally, ATI is a member of the TravelSavers consortium, allowing us to offer you excellent savings at thousands of hotels around the world.

"You guys are awesome. I want to thank you for everything you do for Marriott on a daily basis. You are our #1 sports intermediary partner so I'm just very proud to have you included in my account portfolio. I love the excitement that your entire team brings to me on a daily basis."

*-Debbi Rowley
Global Account Manager
Marriott International*

The information regarding Anthony Travel's exclusive Preferred Hotel Program contained in this proposal is proprietary, and, as such, may not be disseminated without the authorization of Anthony Travel, Inc.

Our clients also benefit from the unique and innovative Anthony Travel Preferred Hotel Program. Our Preferred Hotel Program provides exclusively negotiated group rates at more than 200 of the most popular hotels near college campuses across the country.

Some of the significant benefits to our clients through ATI's Preferred Hotel Program often include, but are not limited to:



- Lowest group rate
- Late checkout
- Free breakfast
- Free internet
- Double reward points

And based on our strong relationships and buying power, our Anthony Travel Preferred Hotel partners often contract rates that are lower than UNC could secure on its own. Our hotel partners frequently extend benefits such as waiving cancellation fees and attrition fees.

Examples of Anthony Travel's Preferred Hotel Program at work

The University of Kansas swimming team was sent a penalty invoice of \$7,000 by the Marriott Indianapolis Downtown for their unused rooms and failure to cancel a contract for the dates of Mar 19-24, 2013. (The operations person in charge of the team was advised of the impending penalties but made the decision to forgo the warnings in case the Jayhawks decided they needed the booking.)

After much discussion with the property Anthony Travel was able to negotiate a reduction for the team by half, saving the University of Kansas \$3,500. This was a collective effort for Anthony Travel and involved our history of events in Indianapolis as well as Anthony Travel's status as a top account as a Sports Intermediary with Marriott.

The Northwestern University cross country team had to cancel five hotel rooms at the Hampton Inn 24 hours in advance due to a compliance issue. Because the property is a member of Anthony Travel's Preferred Hotel Program, the agent was able to negotiate a waiver of cancellation fees, saving Northwestern University Athletics \$515.20.

Ground Transportation

ATI has preferred supplier relationships with Hertz, Avis, National, and Budget that provide negotiated discounts for our clients. Car rentals are checked by rate when we search our Sabre database of over 50 car rental companies. We compare those rates to any available corporate rates that we can offer then recommend the least expensive option.

The information regarding Anthony Travel's exclusive bus program, Motor Coach Connection, contained in this proposal is proprietary, and, as such, may not be disseminated without the authorization of Anthony Travel.

ATI's preferred bus program, known as the **Anthony Travel Motor Coach Connection**, secures discounted ground transportation rates with many of the nation's most reputable motor coach companies. The partnerships we've formed with bus companies nationwide give us preferred pricing in exchange for our ever-increasing volume of bus reservations. Although rates are commissionable, ATI's buying power ensures that our contracted motor coach rates are either comparable to, or lower than, the rates paid by UNC Athletics. Any savings are then passed on to your athletic department, directly impacting your budget's bottom line.

Our Director of Transportation Services, Ed Lane, is a 24 year veteran of ground transportation. Ed oversees the Motor Coach Connection program and is dedicated to assisting our university clients and agents with reservations, contracts, negotiations, and general information.

To date, Anthony Travel has secured approximately 130 bus companies under contract for our clients nationally. Work is ongoing to add vendors that provide buses that are clean, safe, comfortable and in good mechanical condition. In addition to providing a quality fleet of buses at preferred pricing, we also offer your university risk management protection by:

- Performing background checks
- Securing certificates of insurance



- ☒ Confirming Department of Defense certification
- ☒ Confirming DOT safety compliance standing
- ☒ Securing late model equipment

"We began with a few airport transfers and a few local trips, and now we are booking Anthony Travel Clients on, almost, a daily basis. ...a few things have changed since we first started with Anthony Travel. We now offer 2012-2013 model coaches for ALL Anthony Travel clients; FREE wi-fi, wall outlets, and DirecTV for ALL Anthony Travel Clients; we are servicing the Austin, San Antonio, Waco, Dallas and Houston areas for Anthony Travel with zero dead head mileage cost."

*-Victoria Clark
Executive Vice President
Clark Travel Enterprise*

6. Outline your policies for handling air charters, including any additional fees. How do you manage fuel surcharges? Also, explain the qualifications and standards your agency applies when selecting a charter company.

ATI has arranged hundreds of chartered aircraft for many of our clients, including UNC football and men's and women's basketball teams, using a variety of commercial and charter airlines including: Delta, United, Jet Blue, American, Allegiant, Southwest, Miami Air, AirTran, CharterSearch, and many other carriers. We only contract with charter carriers that meet state and federal guidelines, as well as the guidelines set forth by the Department of Transportation and the Risk Management office of our schools. Guidelines, including insurance requirements, are sent at the time of bid to ensure full compliance.

Since ATI has no control over fuel surcharges on charters we can only assist UNC in managing them at the time of selection based on our experience with carriers and brokers. ATI provides the fuel base according to the charter quote so that our clients can make informed budgeting decisions.

Under the proposed management fee structure, Anthony Travel will provide air charter quotes directly from the carrier, thereby eliminating any charter broker fees.

7. Outline your specific agency capabilities regarding athletic group travel including,
 - a.) Negotiations with carriers on certain groups
 - b.) Group concessions.

Anthony Travel has extensive experience in negotiating and renegotiating on behalf of our clients. We make it a practice to negotiate every group air reservation. Our agents also check the fare with the airline group desk prior to ticketing to see if the fare has decreased. We have been successful in this effort dozens of times, which results in significant savings to the department given the number of tickets in group bookings. For example, the UNC onsite agent booked Softball team's May 2012 trip to Boston on US Airways in the fall, prior to JetBlue releasing their schedules. The day before ticketing, agent calls JetBlue to check airfare and discovers that not only do they have availability but rates are lower and flights are non-stop. Even after paying deposit from US Airways, agent secured significant savings: (US Airways fare of \$478.85/ticket x 28 tickets) – (JetBlue fare of \$261.60/ticket x 28 tickets) – (US Airways deposit of \$725). **Total savings to UNC Athletics = \$5,358.00**

Group concessions are also addressed in question A.4, A.5 and A.8.

8. Identify any airline concessions granted your agency such as:
 1. waiver of deposits
UNC currently enjoys this benefit. In particular, the waiver of Southwest deposits has saved athletics a significant amount of labor time in the business office over the past several years by eliminating the need



to issue multiple deposits to Southwest Airlines.

2. passenger name change opportunities

We understand that name changes are common in the world of collegiate athletic travel and are free for our commercial group tickets (with very few exceptions).

For replacement travelers, it is important to note two benefits that Anthony Travel has which help with late changes to your traveling parties:

1. Preferred status on airline group desks which allows us to avoid ticketing a group until closer to departure date

a. By ticketing closer to the departure date, it is much easier and cost-effective to change a name or drop one passenger due to injury, illness, etc.

2. Name change waivers on American Airlines for individual travelers

a. Due to our preferred relationship with American Airlines, we are allowed to change names on individual tickets. Rather than having to purchase another ticket in the new name, ATI clients are charged only the \$200 exchange fee, as well as any fare difference on the new reservation.

3. voids, cancellations, and other exchanges

Our reservation system, Sabre, automatically provides us a summary of any unused tickets from cancelled flights. We then file a request for a refund with the airline and work to secure a refund comparable to the ticket cost.

When a traveler calls to cancel their trip and they have purchased a refundable ticket, your dedicated ATI agent will refund the ticket through our GDS system immediately. The agent will then notify our accounting department that a refund has been requested. Accounting will verify that the refund was processed properly in the GDS system, TRAMS, our accounting system, and IAR, the airlines reporting system. Turnaround time for this process is typically a few minutes and the traveler will receive their refund.

ARC now allows voids only within 24 hours of the day of purchase. As long as the void request falls within the ARC specified period, it is processed immediately upon notification from UNC. As soon as the void enters the reservations system, it is reflected in TRAMS so all reports are accurate.

Credit memos are processed through ATI's weekly reports to the Airlines Reporting Corporation in the week they are received. All credits will be returned to the original form of payment. Refunds processed through the weekly ARC report will typically take two to three weeks to appear on a client's statement.

d.) earned tickets for use by the Athletic Department

Free tickets accumulate at a rate of 1 per 40 from team trips made throughout the year on American and Alaska Airlines. During our partnership ATI has provided annually one (1) free ticket per sport to the UNC Athletic Department. Since 2001 UNC has utilized 176 of those free tickets for an overall savings of \$105,753.38

e.) concessions from carriers regarding minimum group size

Through our airline agreements, ATI is able to offer discounts for groups of less than 10 (golf, tennis).

f.) team negotiations on hotel and destination ground transportation.

As previously discussed in Question A.5, ATI has specially negotiated hotel and ground transportation rates.

9. Describe how you will communicate recent changes or updates to airline policy/procedures to travelers and Athletics management (if the client is earning complimentary flights/hotel rooms, how will changes in redemption policies be communicated to the department?).



To communicate items relevant to policy and procedures affecting the majority of travelers, we draft an email for approval by the UNC Athletic Department. Once approved, the UNC Athletic Department distributes the email, usually via Martina Ballen.

If able to secure specific benefits for an individual traveler, the on-site agent communicates with the traveler by email. Below is a sample of the standard message ATI agents send to coaches and staff regarding upgrades:

"Dear Coach,

We are pleased to inform you that Anthony Travel has upgraded you to Silver Medallion status in the Delta Skymiles frequent flier program! Following is a link to view the benefits you will receive with this upgraded status: https://www.delta.com/skymiles/about_skymiles/benefits_at_glance/index.jsp.

Because of the partnership that has been established between the University of North Carolina and Anthony Travel, we are able to offer benefits such as this to select individuals at the University. Your support of our services plays a large part in gaining these rewards which enhance your business travel experiences.

If you have any questions, please feel free to contact me at (123)-555-1212 or janedoe@anthonytravel.com. We look forward to servicing your travel needs for many years to come.

*Best Regards,
Jane Doe
Account Manager"*

10. The Department prefers to receive electronic itineraries and invoices. These documents should also be accessible to additional recipients, such as the administration and business office. Additionally, what are your preferred net payment terms on invoices?

All tickets purchased through ATI will be issued as e-tickets. A confirmation and itinerary will be e-mailed immediately upon booking to the individual who requested the ticket (coach/recruiter). A copy can be sent to each email address entered in the Passenger Email (PE) fields in the traveler's profile, regardless of whether the trip is booked via an agent or Concur Travel, our online booking tool.

Reservation confirmations are sent through Sabre TripCase. Below are some benefits of TripCase:

- Free flight notifications sent to travelers when they need it most
- Ability for travelers to search alternate flights
- TripCase Connections makes it easy for travelers to keep their friends and family updated with their latest trip information
- Ability to import all bookings and traveler itineraries into TripCase accounts
- Relevant messages can be sent to travelers based on PNR, geo-location and time elements
- Flight check-in capabilities
- Ability for the traveler to view seat maps
- Traveler documents provided by TripCase are available in 21 languages
- Confirmation emails and relevant pre-trip, in trip and post trip messages
- Ability to quickly contact a travel arranger with just a touch of a button
- Native apps available for iPhone, Android, and Blackberry devices
- Web platform available for touchscreen access (for tablet devices)

Normally payment terms of Net 30 is fine, however there are some situations that require a large payment in a short amount of time. For those situations, like a payment for an air charter, we require a quicker turnaround time.



11. Describe your management reporting system. How is access to this system controlled? Please submit examples of reports that would be available to the Athletic Department. Indicate whether or not you have specialized reporting software that will allow you to customize reports. How often do you provide these reports? Do you offer customized reports? Are you flexible with your reporting capabilities?

Report samples can be found in Attachment A.

We use TRAMS to produce customized management reports specifically for Tar Heel Athletics, detailing or summarizing data on all of your travel purchases according to your indicated needs.

These reports typically coincide with the credit card(s) used for travel, making the reconciliation process much more efficient. Billing codes/account numbers are entered on each reservation so that ATI can generate reports based on the individual billing code variable.

Data is customized as you wish and reports are sorted according to your specific needs. Anthony Travel currently provides customized reports, such as the monthly CABS report, according to the reporting procedures, reporting format and reporting frequency required by University of North Carolina Athletics.

ATI also provides UNC Athletics with a Travel Summary via Grasp Technologies' state-of-the-art web-based management reporting product. This online tool offers complete automation of the production and delivery process for travel management reports in multiple formats.

Special requests from UNC Athletics for unique reports such as travel by budget code or by traveler are part of the service we provide. This data is typically provided within 24 hours of request.

There is no additional fee for reports as they are included in our proposed fee structure.

12. How often do you meet with the client to discuss and review performance measures and effectiveness of service being provided? Do you survey or provide opportunities for feedback from clients?

With two (2) full-time travel consultants, informal account reviews essentially take place daily through communication and interaction between UNC coaches and staff and the on-site agents. There are also regular visits from our satellite support staff and senior management.

Because we are a service-based company we rely heavily on feedback and survey results as a measurement of customer satisfaction. Each ATI university athletic department client is surveyed annually, solicited electronically to our customer database. We keep a running log of raw data and can provide you with any or all reports, including specific comments made by the respondents, each year.

Feedback results from UNC Athletic personnel have been overwhelmingly positive since we began surveying clients in 2002. Our success at UNC remains steadfast; showing overall satisfaction and approval consistently above a 95%. On average, UNC Athletic personnel scored ATI a 94% on speed of service, 99% on courtesy/professionalism, and 96% in willingness to go beyond expectation...fantastic scores in this personal service industry!

When we asked UNC Athletic Department travelers what they like most about Anthony Travel in past surveys, some of their comments included:

"Great customer service, period!!"

"The quickness & ease of making travel arrangements."

"Expedient service. Very friendly & prompt."



13. Outline your qualifications and experience in providing assistance with budget development for certain aspects of team travel for an athletic department.

For 12 years ATI has helped UNC coaches and departments in budget planning. From travel cost estimates for an individual trip to forecasting an entire season, ATI consultants have the knowledge, experience, and tools to assist your athletic department with all budgeting requests in terms of travel. More specifically, your ATI Account Manager, Cindi Atwater, currently provides guidance in budgeting travel expenses, cost forecasting, and expenditure review for UNC team travel accounts.

B. The Offeror shall provide the following background information:

1. Provide the name of the owner(s) and their roles and responsibilities to this account if awarded the contract.

Kathleen Anthony, 51% owner
John Anthony, 49% owner

John Anthony | President/CEO

The founder and owner of Anthony Travel, John has been intimately involved since 2001 in developing and growing the business relationship between the University of North Carolina Department of Athletics and Anthony Travel.

Since founding Anthony Travel in 1989, John has led the company's outstanding growth into the national leader in university and sports travel management. Regularly quoted in national publications as a leading expert in university and sports travel, he is a regular speaker at universities, industry events, and conferences around the country including the Society for Collegiate Travel and Expense Management (SCTEM), the National Association of Sports Commissions (NASC), and Travel Events and Management in Sports (TEAMS). He is on the Advisory Board of the SCTEM and the Global Sports Travel Association (GBTA) Sports Travel Symposium and is one of the few invited guests to the private meetings of the Division I-A Athletic Directors, National Association of Collegiate Directors of Athletics (NACDA), and the Collegiate Commissioners' Association (CCA). John is a 1986 graduate of Notre Dame, where he twice earned Academic All-American honors in golf. Prior to forming Anthony Travel, Inc., he worked as a CPA at Ernst and Young.

Kathleen (Katie) Anthony | Secretary/Treasurer

After earning her undergrad degree in Accountancy at the University of Notre Dame in 1985, Katie worked for Deloitte and Touche as an audit manager. Katie returned to Notre Dame and earned her MBA in 1994.

She worked as the Director of Notre Dame's Audit and Advisory Services for 8 years, and then acted as the university's Y2K Czar and moved her alma mater into the 3rd millennium. She is also responsible for starting the MBA Alumni relations program at Notre Dame.

Although Katie is not directly involved in the implementation or day-to-day management of the UNC account, her responsibilities fall within the scope of accountancy, finance, and strategic planning. Katie is now CEO of the Anthony household, where she is responsible for the development and implementation of 4 wonderful children. She also provides Anthony Travel with financial oversight, strategic input, and unmatched influence on her husband.

2. Provide the period of time the agency has been in operation. Include number of years in business, total sales and overview of client base, specifically including any experience you have with NCAA Division I Athletic Programs. Are you currently servicing any NCAA Division I Athletic Programs? If so, how many, and please provide the names of these institutions? Do you have on-site representation (either a travel coordinator that travels with teams and fan groups, or a travel agent that works in the office 8am – 5pm) at these current clients and if so, which ones?

Anthony Travel, Inc. is a woman-owned, full service travel management company specializing in athletic and university travel. Founded in 1989 by owners Kathleen and John Anthony, we now have 24 years of



experience in collegiate travel, 54 year-round athletic department partners, and more than 185 employees, selling over \$145 million of university and athletic travel in 2012. Our exciting growth has earned us multiple awards as a leading growth company: Leading Travel Agency in North America (2010, 2009, 2007), Dallas 100 Award (2012, 2011, 2010, 2009, 2008, 2007, 2006, 2005, 1997, 1996, and 1994), Indiana Companies to Watch (2012) and Small Business of the Year, St. Joseph County, Indiana (2008).

Anthony Travel opened an on-site travel office for the UNC Department of Athletics early in 2001. Since inception, this relationship has proven to be beneficial to the athletic department, coaches, staff and athletes of UNC, as well as the Rams Club and Anthony Travel.

Anthony Travel serves as the on-site, official travel partner on many of the nation's most prestigious and athletically accomplished university campuses. In this capacity, we manage every athletic department travel need, including – staff and team travel, recruiting, and international trips – for every sport, and every administrator – 365 days a year.

ATI's aforementioned on-site offices are in the following athletic departments:

On-site Services
<ul style="list-style-type: none">■ Arizona State University (since 2013)■ University of Arkansas (since 2013)■ Baylor University (since 2009)■ Bucknell University (since 2012)■ University of California, Berkeley (since 2007)■ University of California, Los Angeles (since 2007)■ University of Central Florida (since 2007)■ Duke University (since 2009)■ East Carolina University (since 2012)■ Georgetown University (since 2006)■ Indiana University (since 2005)■ Iowa State University (since 2010)■ University of Kansas (since 2009)■ University of Louisville (since 2011)■ Marquette University (since 2011)■ Marshall University (since 2012)■ University of Miami (since 2012)■ University of New Mexico (since 2008)■ University of North Carolina (since 2001)■ University of Notre Dame (since 1999)■ University of Oregon (since 2013)■ Purdue University (since 2002)■ Stanford University (since 2013)■ University of Texas (since 2009)■ Vanderbilt University (since 2011)■ University of Virginia (since 2011)■ Wake Forest University (since 2013)■ University of Wisconsin (since 2010)

"In the increasingly complicated travel business, I can't imagine moving 26 varsity programs throughout the country (and beyond) without the able assistance of our colleagues at Anthony Travel."

*-Missy Conboy
Senior Deputy Director of Athletics
University of Notre Dame*

In addition to overseeing daily athletics travel for university clients in an on-site service configuration, we also manage daily athletic travel in an off-site service configuration for the following athletic departments:



On-Site Services	
<ul style="list-style-type: none">• Boston University (since 2010)• Butler University (since 2008)• University of California, Davis (since 2010)• University of California, Merced (since 2013)• University of California, Santa Barbara (since 2013)• University of California, Santa Cruz (since 2013)• University of Chicago (since 2007)• Columbia University (since 2007)• Creighton University (since 2013)• University of Delaware (since 2009)• Gonzaga University (since 2012)• Harvard University (since 2008)• IUPUI (since 2012)	<ul style="list-style-type: none">• Montana State University (since 2010)• Northern Arizona University (since 2008)• Northwestern University (since 2010)• Portland State University (since 2013)• Princeton University (since 2004)• University of Rochester (since 2008)• Saint John's University (since 2010)• Seattle University (since 2012)• University of San Francisco (since 2012)• University of Southern California (since 2007)• Southern Methodist University (since 2009)• Temple University (since 2008)• U.S. Naval Academy (since 2009)

"Anthony Travel combines quality customer service and competitive pricing, which is why USC Athletics has chosen to utilize their services."

*-Steve Lopes, Senior Associate Athletic Director
University of Southern California*

In addition to the aforementioned schools, we have established travel partner relationships with many intercollegiate athletic organizations and other prestigious athletic-related partners, including:

- ESPN
- Disney's ESPN Wide World of Sports
- U.S. Soccer Federation
- Harlem Globetrotters
- Ironman Triathlon
- New York Marathon
- Intercollegiate Tennis Association
- National Association of Basketball Coaches
- NCAA®
- Conference Commissioners Assoc.
- Women's Golf Coaches Association
- U. S. Youth Soccer
- Division 1A Athletic Directors Association
- National Association of College Directors of Athletics

3. Describe your experience and capabilities with organizing international team trips. Include information on recent activity regarding group size, destination, and an overview of the services provided.

ATI organizes international team trips for college teams in sports like basketball, field hockey, tennis, golf, lacrosse, baseball, softball, soccer, football, and more. In fact, ATI managed UNC's women's basketball team international tour of Prague, Vienna and Budapest in 2012. Anthony Travel provides:

- Experience on six continents
- Customized itineraries
- Experienced, sports centric staff
- Competitive pricing
- Souvenir, game day program and credential
- Full-time bilingual tour directors with you...every step of the way!

An international tour can elevate a team's season with competitive exhibition games, increased team unity, and an exciting cultural and educational experience for players. Inviting benefactors to join the team on an international tour can accomplish similar goals, including increased loyalty and a deeper appreciation for the University of North Carolina.



Anthony Travel has organized more than 40 international tours for basketball teams, visiting more than 30 countries on six continents. With customized itineraries, bilingual tour directors, and VIP travel options, Anthony Travel routinely builds tours for major programs while providing the highest level of service.

Each year, more and more universities are choosing Anthony Travel to manage their team's international tours. The following is a list of the international team trips we've managed in the past few years.

Year	School	Athletic Team	Destination(s)
2012	University of North Carolina	Women's Basketball	Prague, Vienna, Budapest
2012	University of Utah	Men's Basketball	Brazil
2012	University of Kansas	Men's Basketball	Switzerland & France
2012	University of Virginia	Men's Basketball	France, Belgium, Netherlands
2012	College of Charleston	Men's Basketball	Toronto, Canada
2012	Indiana State University	Men's Basketball	Bahamas
2012	Tulane University	Men's Basketball	Bahamas
2012	University of Colorado	Men's Basketball	France, Belgium, Netherlands
2012	Penn State University	Women's Basketball	France & Italy
2012	Boston College	Men's Basketball	Spain
2012	University of Oregon	Women's Basketball	Spain
2012	Princeton University	Men's Basketball	Spain
2013	University of Alabama	Men's Basketball	France, Belgium, Netherlands
2013	Butler University	Men's Basketball	Australia
2013	University of Colorado	Women's Basketball	Italy
2013	Georgia Tech	Women's Basketball	Spain, France, England
2013	University of Iowa	Men's Basketball	England, France
2013	Louisiana Lafayette	Men's Basketball	Spain
2013	Louisiana State University	Women's Basketball	Spain
2013	University of Michigan	Women's Basketball	France, Italy
2013	University of New Mexico	Men's Basketball	Australia
2013	University of Notre Dame	Women's Basketball	England, Spain
2013	St. John's University	Men's Basketball	France, Italy, Spain
2013	Temple University	Men's Basketball	France, Italy
2013	Vanderbilt University	Men's Basketball	Greece and Italy
2013	Vanderbilt University	Women's Lacrosse	Italy

4. Describe your experience and capabilities with organizing fan-based group trips. Include information on recent activity regarding group size, destination and an overview of services.

Our most successful university partnerships incorporate both fan travel and daily team/department travel. Anthony Travel has significant experience coordinating official university bowl tours, Final Four trips, and major athletic events. We have taken teams, alumni, participants, and fans to many major sporting events, including:



- 2013 Discover BCS National Football Championship
- 2010 Citi BCS National Football Championship
- Orange Bowl
- Rose Bowl
- Sugar Bowl
- Fiesta Bowl
- Champs Bowl
- Sun Bowl
- Meineke Car Care Bowl
- Music City Bowl
- Military Bowl
- Gator Bowl
- Independence Bowl
- Emerald Isle Classic (Dublin)
- NCAA Men's Final Four®
- NCAA Women's Final Four®
- Maui Invitational
- Great Alaska Shootout
- ESPN Old Spice Classic
- ESPN Puerto Rico Tip-Off
- ESPN Charleston Classic
- ESPN Armed Forces Classic
- ESPN NEAC vs. SWAC Challenge
- Battle for Atlantis
- Shamrock Classic (Dublin, Ireland)
- Ironman Triathlon
- New York City Marathon
- Donor trips to China, Brazil, Ireland, Italy, Scotland, Croatia, Pebble Beach, and dozens of other countries

"I can't thank you all enough for the fantastic job you did for our Orange Bowl events. I am extremely grateful for the opportunity to have worked with you all – I feel like we've worked together for years! I couldn't have asked for a better group to be partnered with. Each and every one of you played an important role in making our events a success and there was no way we could've done it smoothly and efficiently without you."

*-Connie S. Mendoza
Sr. Registration Assistant, Alumni Event Services
Stanford Alumni Association*

We organize trips for groups ranging in size from 10 to 10,000 to many exciting sports events around the world. Not only do we arrange the transportation to get people there, we organize onsite activities such as private parties and special events which create memorable experiences for our travelers.

Examples of our unique fan experiences include: organizing a pre-game tailgate party and pep rally on South Beach for Notre Dame fans prior to the 2013 BCS national championship game, planning and executing a happy hour at the Eden Roc Renaissance Miami for 500 Stanford University fans on South Beach prior to the 2011 Orange Bowl, renting the entire Santa Monica Pier for the Texas Exes prior to the University of Texas 2010 BCS National Championship game, organizing a pep rally for Texas Christian University football fans in the courtyard of the Kierland Commons Center Plaza prior to their game at the Tostitos Fiesta Bowl in Scottsdale, and hosting a private pre-game party at Hard Rock Cafe for University of North Carolina fans and alumni prior to their Final Four game in San Antonio.

ATI organizes team and special interest group trips to athletic events around the world. In this capacity, we partner with client institutions to provide comprehensive travel services for university officials, alumni, boosters, and fans: including marketing, registration, travel arrangements, fulfillment, logistics, event planning and onsite assistance.

Our largest international group to date was the 2012 Emerald Isle Classic (EIC) held in Dublin Ireland. Anthony Travel was the official travel provider of the Emerald Isle Classic. Hired by the EIC owners, the United States Naval Academy, to develop and implement strategies and plans for maximizing revenue through worldwide wholesale and retail travel packages, while providing the best travel experiences possible.

We also served the University of Notre Dame for the Emerald Isle Classic. As previously mentioned, we have proudly served as their travel partner for the last 22 years.

A few quick facts about the Emerald Isle Classic:



- More than \$2.5M in revenue, rebates and savings provided to the United States Naval Academy and the University of Notre Dame for this event
- First sell-out of an American college football game abroad
- Largest movement of Americans to a single international sporting event
- 35,000 fans from North America
- 10,000 travelers served by Anthony Travel
- 1,000 VIP guests during weekend
- 200 buses
- 112 hotels
- 100+ Anthony Travel staff members on the ground
- Private Guinness parties for 5,000
- Economic impact to Ireland over €100 Million Euro

"There is not another company in this country that could have pulled this off."

*-Jack Swarbrick
Vice President and Director of Athletics
University of Notre Dame*

"I wanted to make sure that my staff could concentrate on the football aspect of things and turned the travel component over to a seasoned professional. Anthony Travel has done that and more...can't thank you enough for your leadership."

*-Chet Gladchuk
Athletic Director
United States Naval Academy*

Overview of Services

Many steps go into the organization and implementation of university events. Throughout our history, we have demonstrated the ability to successfully manage travel and deliver a positive experience to all of our clientele. Below are steps taken to ensure that each event in conjunction with the University of North Carolina is given proper attention to create an invaluable client experience:

- Planning and research
- Marketing and communication
- On-line reservation and data management system
- Air and ground transportation
- Lodging
- Unique local experiences
- Unique university connections
- University economic considerations
- Reservations personnel
- On-site personnel

Planning and Research

After we conduct our needs analysis with our client, we go to work in the marketplace. We have established business contacts with suppliers and venues in cities around the world that allow us to offer attractive travel programs at favorable price points.

Marketing and Communication

Accurate and timely communication to University of North Carolina fans and donors about product and service offerings are essential for successful travel packages. Working closely with UNC, ATI will utilize the most effective marketing channels to disseminate information to your constituents about the exciting fan travel opportunities. With our in-house marketing staff, we will work together to develop promotional print materials including flyers, articles, and mail inserts. With access to your client/customer database, our



advertising and sales efforts for Tar Heel fans and donors will continue electronically, sending real-time email blasts to your fans that direct users to the website for additional information, as it becomes available.

www.anthonystravel.com

ATI's user-friendly website and online services will offer your travelers an additional information source, including links to UNC preferred sites, answers to FAQs, electronic registration capabilities, and maps to site venues.

On-Line Reservation and Data Management System

For event and meeting travel, our proprietary online booking system "Blackbird" enables the end-user to electronically purchase hotel rooms and/or travel packages directly from our inventory blocks. The system allows ATI staff to access and print up-to-the-minute and real-time reports that account for sudden changes or additions in hotel or event blocks, and detail travel patterns of university travelers. ATI will customize University of North Carolina itineraries and invoices, formulate package pricing structures based on arrival and departure dates, create online marketing campaigns, and solicit post event surveys.

Anthony Travel continues to invest in new travel management, reporting and mobile technologies. Currently, Anthony Travel is implementing a new, state-of-the-art travel management system that will further streamline process flows, evolve the customer booking experience, and deliver the needed information to individuals on a timely.

Ground Transportation

One of the most important and often overlooked aspects of large group travel is bus transportation. Few things can frustrate a crowd of people like disruption and delay in bus movements. Consequently, we conduct our due diligence and stay proactive with our bus vendors, focusing on every detail. As mentioned earlier, we have a Preferred Bus Program offering preferred pricing to ATI clients through our network of contracted bus companies.

Reservations Personnel

Anthony Travel has a staff of more than 185 people who work on university and sports travel 365 days a year. These staff members are experts in understanding university travelers' language and needs. We are experienced in quick turnaround situations. All of our systems are tailored towards travel solutions, making event reservations and trip management simpler.

On-Site Personnel

One of the unique benefits of working with ATI is that we have year-round full-time personnel to serve your travelers on-site.

Using full-time personnel allows us to deliver world class on-site service. Your fans, donors, alumni, administrators, and VIP's will enjoy the trip of a lifetime. With accurate attention to detail and devoted dedication on location, we provide comprehensive services including:

- Early arrival to hotels to confirm details of contracted arrangements
- Early arrival to ground transportation sites to confirm schedule, drop-off/pick-up locations, maps, directions, special needs, parking passes, staging, etc.
- Develop and post signage to assist travelers
- Staffing at the event hospitality desk
- Provide Travelers' Notes, which include logistical information, schedule of events, weather forecasts, and an optional activities list
- Provide additional resources and souvenirs as requested by the University
- Cater to on-site traveler requests and inquiries with a customer-focus perspective

Additionally, we are often able to create additional revenues for our client partners like the University of North Carolina when selling your official travel package to a major event. Hotel pricing and travel packages for spectators attending an event will be developed and priced with the goal of maximizing the number of



people willing to buy the preferred products at a price that allows us to make a reasonable return for the services, expenses, and risk undertaken. We can include a mutually agreed upon amount per package, ensuring you receive fair compensation for your support in creating and marketing the tour to your fans and donors.

With Anthony Travel managing all of these aspects, the University of North Carolina could recognize the greatest savings, efficiencies, and benefits from your travel program. Our ability to expertly manage all of your travel issues makes Anthony Travel the leader in university fan/donor travel.

5. Describe your experience and capabilities with organizing bowl game travel for Football teams. Please provide an overview of services, including on-site representation.

In addition to serving the fans, alumni and donors for the bowl games listed above, Anthony Travel managed travel for many of the football teams as well. We typically work on Bowl Selection Sunday to start securing space for players and marching bands to bowl games. Our team travel services include:

- Commercial/Charter Air
- Lodging
- Ground Transportation
- On-site assistance – This depends on the nature and level of bowl game and would be determined on a case-by-case by both UNC Athletics and Anthony Travel.

6. Describe any experience you have with donor-specific travel programs. This could include regular season, post-season football/bowl games, and NCAA post-season basketball trips. All post-season travel packages will be priced in conjunction with the Athletic Department.

Over the past twelve years, Anthony Travel has developed a relationship with the University of North Carolina and the Rams Club to serve your alumni, donor and fan travel program. In the last 5 years alone, Anthony Travel and the Rams Club have partnered on more than 35 events, serving more than 4,500 travelers for regular season and post-season games. Specific basketball events include the ACC Men's Basketball Tournaments, EA Sports Maui Invitational, the Puerto Rico Tip Off and NCAA Final Four appearances, to name a few. Tar Heels football fans enjoyed traveling to the Chick-Fil-A Kickoff, Independence Bowl, Meineke Car Care Bowl and Music City Bowl.

In anticipation of the 2008 and 2009 NCAA Final Four appearances, we worked extensively with you in the preparation and planning: from researching and reserving pre-game party space for your Tar Heels fans, to developing UNC specific web-based and print marketing material.

As we all vividly remember, we were ready. At the sound of the buzzer, together, Anthony Travel and the University of North Carolina had systems in place and were prepared to execute; ready to send an email blast that would communicate with Tar Heels fans; ready to answer our UNC designated toll-free "800" number to sell Final Four fan travel packages to San Antonio and Detroit. And sell we did! Anthony Travel chartered flights and took 751 Tar Heels fans to San Antonio in 2008 and 349 fans to Detroit in 2009!

Our 2008 post-event survey results revealed that 94% of Rams Club travelers would travel with ATI again and 96% of Rams Club travelers surveyed in 2009 would recommend Anthony Travel to friends/family for future Final Four® Tours.

Perhaps most importantly, our creative solutions for these quick turnaround travel situations means UNC had a partner providing a unique solution worth hundreds of thousands of dollars to the University of North Carolina.

In addition to fan travel, the University of North Carolina has support in university meeting planning/event travel. This includes the arrangement of meetings, retreats, and exclusive trips for university staff, faculty, VIP's, trustees and donors. ATI is experienced in providing unique destinations and luxury excursions that include sightseeing, transportation, private receptions, on-site assistance, luxury dining and world-class hotel accommodations customizable to any group or event.



We specialize in high end travel services for university Board of Trustees/Regents, Presidents, Officers, Development, and others.

In 2007, Anthony Travel partnered with the University of Notre Dame to host an exclusive trip for their benefactors, Trustees, and Advisory Council Members aboard the award winning yacht known as the SeaDream II. We are happy to report that the trip was declared, "The best ever!" by virtually every traveler. The trip was such a resounding success that they decided to do it again in 2008, 2009, 2011, 2012 and 2013. Destinations included; Italy, France, Greece, Croatia, Bosnia-Herzegovina, and Montenegro. Our 2013 guests toured the Amazon.

"This kind of travel experience enabled us to deepen friendships and to dialogue about important challenges and opportunities in a way that simply cannot be done in a campus environment. The formal and informal gatherings throughout the trip created an intimacy and sense of community that is hard, if not impossible, to replicate in other settings. Our group really felt like they had experienced a once in a lifetime opportunity, all in the name of Notre Dame."

John, I especially want to thank you for the exceptional level of service and collaboration provided by Anthony Travel. Throughout the entire 11 month process, from marketing through disembarkation, you and your team were terrific partners. The success of this trip will result in immediate and long-term advancements for Notre Dame, and, quite simply without you and the Anthony Travel team this does not happen."

*-Louis M. Nanni
Vice President, University Relations
University of Notre Dame*

In September 2010 we worked with Wake Forest University to create a special trip surrounding the Wake Forest vs. Stanford football game in the San Francisco area and Napa Valley. Additional highlights included: Group visits to Google and IDEO, exclusive discussion with guest speaker, Dr. Condoleezza Rice, and a private reception and dinner at an exclusive winery in Napa Valley.

"Thank you, thank you for all of your efforts which helped to make this trip so successful from every perspective. It was a real home run. I really want to acknowledge all of your wonderful coordination and attention to the details, which in the end, is what a trip like this is all about. We left Northern California with our guests feeling very, very good about the trip, and about Wake Forest. And that's what it was all about! I heard numerous times how much our guests appreciated the assistance they received from everyone at Anthony Travel, and also heard the same from the staff at both hotels."

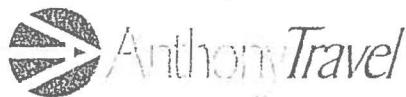
*-Mary Pugle
Chief of Staff, President's Office
Wake Forest University*

In August 2011, Anthony Travel partnered with Duke University & the Men's Basketball team to compete in the 2011 Duke International Friendship Games & showcase the university's global initiatives. The team, coaches, players, staff and fans participated in a trip of a lifetime that focused on the institution's expansion in Kunshan, China, cultural education and relationship building.

"This global tour presented Duke University with an extraordinary opportunity to expand our brand across the world, using one of its primary assets - Duke Basketball - as the catalyst."

*-Kevin White
Vice President, Director of Athletics
Duke University*

7. List the names, resumes, years of experience, and responsibilities of all individual(s) proposed to service this account (All on-site representatives of the contracting agency must be interviewed and approved by the



Athletic Department). The Athletic Department reserves the right to request that an on-site agent be replaced at any time.

Agreed. ATI is the leader in providing on-site travel management services to universities around the country. It's the cornerstone of our business. We placed our first on-site travel manager at the University of Notre Dame in 1999 and continue to serve as their travel partner. Two years later we placed our first on-site travel manager at UNC Athletics and have enjoyed a mutually beneficial partnership since. Today we have similar on-site arrangements at 28 universities around the country, including ACC Conference peers Duke, Notre Dame, Miami, Virginia and Wake Forest!

Alison McGee | Sports Travel Consultant

As a 29 year travel industry veteran Alison has developed a wide range of skills in corporate and leisure travel. From working for an after- hours emergency travel service and serving as American Express's on-site agent at Cisco Systems to managing a small travel agency in Hillsborough, she brings a surplus of talent to UNC Athletics.

Cindi Atwater | Account Manager

Cindi has been working in the travel industry for more than 25 years. Her experience ranges from being a corporate travel consultant for business travelers and managing the VIP desks to now serving as an account manager at ATI. Since her arrival in May 2004, she has worked with daily athletic travel as well as the Rams Club and developed excellent working relationships with administrators, coaches, and support staff in the UNC Athletic Department.

Stacey Bray | Director of Satellite Offices

Stacey will continue to have a supervisory role to our on-site consultants for Tar Heel Athletics. She came to Anthony Travel in 2000 after serving as the primary travel consultant for the Purdue University Athletic Department for 4 years. Stacey excelled in her role as Sports Travel Consultant here at Anthony Travel and was given the responsibility of managing our satellite office operations in July 2002. She has been in the travel industry for 23 years.

Jill Dawson |Director of Collegiate Services and Technologies

A 1999 graduate of Purdue University, Jill has worked with Anthony Travel in various capacities since 2005, most recently serving as the Director of Event Services overseeing our marketing team. We first met Jill in 2000 when our former multimedia firm assigned her as our project manager. Jill now manages implementation of travel technologies and works closely with senior leadership to establish best practices and creative services.

Jim O'Connor |Senior Vice President

Jim is responsible for relationships throughout college athletics involving daily athletic department travel, international team tours, booster club and alumni association trips, charters, bowl games, and post-season travel. Jim's experience comes from working in the travel industry and collegiate sports for 30 years.

Pat Walsh | Sr. Vice President of Collegiate Travel

Pat oversees the business operations and transaction procedures for all our collegiate travel partners. He is significantly involved in the management of the UNC Athletics account. After receiving his B.A. in Business Administration from Notre Dame, Pat joined Anthony Travel in 1991 as the Business Manager.

The information regarding Anthony Travel's exclusive Satellite Office Support staff contained in this proposal is proprietary, and, as such, may not be disseminated without the authorization of Anthony Travel, Inc.

Satellite Office Support Team

In addition, Anthony Travel has a staff consisting of nine sports travel specialists dedicated solely to supporting the 37 agents we have working in 28 collegiate athletic offices across the country. This Satellite



Office Support structure and team is simply unmatched in the industry, with more than 200 years of experience in the travel industry, some of which were spent working as on-site agents themselves. These professionals provide:

- A comprehensive training program unique to on-site athletic agents. This training program, written by knowledgeable agents with decades of experience as on-site athletic department sports travel account managers, includes one-on-one training with new on-site athletic agents during the first month. Continued on-site training occurs through the first year.
- Dedicated support and coverage for on-site offices. A member of our Satellite Office Support team is assigned to each university client. This dedicated agent supports the on-site agent(s) with whatever is needed, including individual travel request, group travel research, ticketing, and invoicing. And when one of the on-site agents is out of office, your athletic department has an experienced ATI support agent familiar with their travel needs.
- Experienced managers and trainers to assist with unique situations. Athletic team travel has many unique situations such as changed tournament venues, changing rosters and special equipment needs. Our experienced Satellite Office Support staff assists the on-site agent(s) with these issues as well as those common to air travel such as flight cancellations and weather delays.
- Immediate assistance through ATI instant messenger. With a network of 37 on-site agents and 12 on-site support staff, ATI sports travel consultants have a vast network of experienced athletic department travel consultants they can communicate with immediately.
- Administrative Support. The Satellite Office Support team assists with administrative tasks so that ATI on-site agents can focus on the travel needs of teams, coaches, administrators and staff.
- Monthly conference calls to address issues and supply guidance to on-site agents.
- Benchmarking of Services. We continually review travel processes and tools to bring the best in efficiencies, cost savings, and customer service to athletic departments across the nation.
- Employee Development. Through continued training (including on-site training), annual on-site agent meetings, constant communication and sharing of best practices, ATI is committed to developing great sports travel consultants.

8. Agency will be expected to monitor the performance of agents assigned to this account to ensure that quality and productivity standards are met. Describe your agency's plan to monitor customer service levels, including problem resolution procedures.

Agreed. Anthony Travel is a service-based company. Therefore, we rely heavily on feedback and survey results as a measurement of customer satisfaction. Each ATI university athletic department client is surveyed annually, solicited electronically to our customer database. We keep a running log of raw data and can provide you with any or all reports, including specific comments made by the respondents, each year.

Feedback results from UNC Athletic personnel have been overwhelmingly positive since we began surveying clients in 2002. Our success at UNC remains steadfast; showing overall satisfaction and approval consistently above a 95%. On average, UNC Athletic personnel scored ATI a 94% on speed of service, 99% on courtesy/professionalism, and 96% in willingness to go beyond expectation...fantastic scores in this personal service industry!

In past surveys UNC Athletic Department travelers have commented on what they like most about Anthony Travel. Here are some of the responses we received:

"They make my life easier when it comes to travel."



"Convenience, timeliness, friendly service & knowledgeable service"

"Customer service and knowledge of our travelers."

Our dedicated UNC agents have primary responsibility for responding to service issues, along with their managers offering additional support. In an on-site service configuration, Stacey Bray, ATI's Director of Satellite Offices, will continue to fulfill that role.

Customers can also call to speak with Pat Walsh, Senior Vice President of Collegiate Travel, or Jim O'Connor, Senior Vice President about any account or service issues. We respond immediately to all complaints, even if it is to acknowledge receipt of the complaint and to explain a timeline for us to research and resolve the situation.

9. Describe your procedures to ensure traveler compliance with our traveler policies, including NCAA regulations. (it is preferred that the Contractor have a working knowledge of NCAA rules and regulations)

Our employees are well-versed in the nuances of athletic travel services, from specialized travel needs to university travel policies and conference rules. We work with the Compliance Office at each of our universities to ensure full compliance with NCAA regulations such as the 48 hour rule for recruiting visits, and mandatory coach class tickets for recruits. All of our travel consultants are trained in every aspect of providing travel services, from the time of budgeting and reservations to the time of return and reconciliations....

10. Does the Agency have plans for expansion or acquisition?

Yes, Anthony Travel will continue to accept appropriate opportunities for growth in the university and sports travel industry. The success of our business is contingent on our ability to effectively build relationships and negotiate with travel vendors to provide clients (like UNC Athletics) significant savings and benefits.

11. Indicate the size of other commercial accounts and where the Athletic Department would fall in the scale.

1. Disney's ESPN Wide World of Sports
2. University of Notre Dame
3. University of Texas
4. University of North Carolina

12. Describe the Agency's main airline reservations system. What are the capabilities of your company's online booking tool, and how would they benefit our travelers/arrangers? What kind of assistance is available for those booking online? Is there a preferred airline relationship for volume agreements/overrides?

Anthony Travel utilizes the Sabre Global Distribution System. Sabre provides global access to more than 400 airlines, 100,000 hotel properties, 13 cruise lines and 25 car rental brands. ATI has utilized Sabre for 16 years and our agents have an average Sabre work experience of 10 years which translates into high productivity and responsive knowledge.

Anthony Travel is also a partner of Concur Travel, a premiere global online booking tool used by organizations to control their travel spend and provide employees with an easy web-based travel tool. However, our experience and expertise in group travel continues to indicate that online booking tools for groups have not achieved high adoption rates among university athletic departments. If re-selected, ATI would be happy to discuss this further with UNC Athletics.

ATI puts client preference and client costs ahead of any volume agreements or overrides with specific carriers. In an effort to keep your upfront cost as minimal as possible, Anthony Travel has structured our pricing without any commissions or rebates built into the management fee. However, by leveraging our extensive volume of sports travel buying power, ATI provides team travel air benefits to UNC Athletics.



13. Describe any means for utilizing apps for reservations, itineraries, travel alerts, etc. Have your travelers had success using these tools?

Sabre's TripCase has native apps available for iPhone, Android, and Blackberry devices. Features include free flight notifications, confirmation emails and relevant pre-trip, in trip and post trip messages, flight check-in capabilities and the ability to quickly contact a travel arranger with a touch of a button.. TripCase also offers a web platform for touchscreen access (for tablet devices).

C. The Offeror shall provide, point by point, a description of how the Agency would meet each of the following criteria:

1. Provide complete business-related travel services to the Athletic Department, including domestic and international airlines, hotel and car rentals, and charter bus services.

Agreed. Anthony Travel is focused solely on athletic and university travel. It's what we do, and we do it better than anyone else. Our unique business features, special services, and discounts are discussed throughout this proposal. Our customer service is unparalleled in the travel industry, and the sheer volume of sports travel transacted by ATI enables us to provide our clients with significant, unique benefits.

We hope you come away from this proposal with the following key points about Anthony Travel and the services we offer:

- **Savings and Benefits Programs** – As an industry leader, we are consistently able to leverage sales volume and buying power in the travel market, thus providing our university clients with unique savings opportunities.
- **The Best of the Best** - With 24 years of experience in sports travel, 28 on-site offices in university athletic departments and serving as the official travel partner of more than 50 universities, we bring you the best travel management solutions from across the country.
- **One-Stop Shop** - Our one-stop shop is designed to handle daily and post-season athletic travel, international team tours, booster/fan/alumni programs, charters, air, ground transportation, rental cars, and hotels.
- **Focus** – Athletic team travel is the backbone of our business. We manage every athletic department travel need – including team travel, recruiting trips, and staff travel – for every sport and administrator – 365 days a year.

2. Staff the on-site location with two professional agents who can provide the services listed in item #1. The agent will be an employee of the Agency; however, the Athletic Department will be consulted in the selection of the agents, and involved in the annual performance review of any on-site agents, to help maintain the desired level of service through the length of the contract. The on-site agents will handle Athletic Department and affiliates travel only from the on-site location.

Agreed. Our designated UNC-ATI onsite consultants will continue to provide a worry-free and hassle-free travel environment for your Tar Heels athletics staff by:

- Obtaining trip and budget information from your coaches
- Researching options
- Recommending and booking travel solutions
- Streamlining overall processes
- Managing all aspects of a team's travel: air and bus transportation, hotels, transfers and rental cars
- Rearranging flights and travel arrangement for elimination tournaments



One of the many advantages of having dedicated agents onsite is that they are critical to booking complex individual itineraries and group travel. Additionally, they become exceptionally well versed in your travel policies and procedures and are critical in helping you achieve policy compliance in your travel program.

3. Provide coverage for the on-site location during an agent's absence and back-up services to the agents during busy periods.

Another advantage to having a two person office is the ability to serve your travelers in spite of one agent's emergency or brief absence. Should the need arise for additional backup during busy periods or a brief absence, phone calls will be forwarded to our Satellite Office Support staff. This support staff consists of 12 sports travel specialists dedicated solely to supporting the 37 agents we have working in 28 collegiate athletic offices across the country. This Satellite Office Support structure and team is simply unmatched in the industry, with more than 200 years of experience in the travel industry, some of which were spent working as on-site agents themselves. These professionals provide coverage for on-site offices, comprehensive training, benchmarking services, administrative support and professional development for on-site agents.

4. Provide after-hours and weekend assistance, either via the on-site agent or a toll-free number that offers 24/7 supplementary service to the Department of Athletics. Please disclose any additional fees for this after-hours service, as well as what times are considered to be after hours.

Agreed. We provide UNC Department of Athletics travelers with access to our 24-hour, toll-free emergency telephone service for after-hours emergencies, with both domestic and international access. This service, CCRA 24/7 Call Center Solutions, has all the capabilities to match or beat any other 24-hour service, including: multiple language translation, world-wide toll-free calling, lost luggage assistance, lost credit card alert, and 365-day service. CCRA 24/7 Call Center Solutions is not owned or operated by ATI. We are assigned to their highest level, platinum desk, which has a special number and much reduced hold and response times. ATI does not charge a fee for calls made to CCRA 24/7 Call Center Solutions.

"After-hours" are considered to be anytime outside of regular business hours, specifically the operating hours of your on-site account managers. Keep in mind that our personnel essentially act as part of your staff and make themselves available to your athletic department after hours and weekends. Armed with today's technology and willing to share home and cell phone numbers with coaches, administrators and staff, your account manager can assist in an after-hours emergency.

As previously mentioned, a member of our Satellite Office Support team will be dedicated to UNC Athletics and will be an additional ATI resource for after-hours travel needs.

During the years Anthony Travel provided service to Tar Heel Athletics (2001-current), the average score for "Speed of Service" as reported by UNC travelers averaged 96%.

5. Outline the necessary space requirements for an on-site location.

We are quite happy with the current office space in the stunning Loudermilk Center.

6. Provide a detailed cost proposal for providing the services requested to the Athletic Department. Please include both a management fee proposal, as well as one that includes or is based on transaction fees. For reference, the Athletic Department has averaged roughly 2,130 individual flights per year over the previous 5-year period (June 2008 – June 2013). That figure includes group team travel and individual staff travel, but does not include any charter flights. In addition, vendors are reminded that alternative pricing models are acceptable, but all such submissions shall meet the proposal submission requirements contained in this RFP.

Please refer to Article VI Pricing Schedule.



D. The Offeror shall list a minimum of three (3) references, including point of contact, phone number, fax number and address. The references must be from university/athletic accounts and/or businesses with which the Agency provides contracted travel services. At least one of the references must have an on-site arrangement and one reference must be an athletic department reference.

Ms. Missy Conboy
Senior Deputy Director of Athletics
University of Notre Dame
C113 Joyce Center
Notre Dame, IN 46556
(574) 631-5143
conboy.1@nd.edu

Ms. Christine Plonsky
Director of Women's Athletics
University of Texas
Bellmont Hall, Room 242
2100 San Jacinto Blvd.
Austin, TX 78712
(512) 471-4787
chris.plonsky@athletics.utexas.edu

Dr. Kevin White
Vice President, Director of Athletics & Adjunct
Professor of Business Administration Duke University
118 Cameron Indoor Stadium
Durham, NC 27708
(919) 684-2431
kwhite@duaa.duke.edu

E. The Offeror shall provide copies of insurance certificates with respect to each of the insurance policies to be maintained in compliance with the provisions of Article V. In addition, the Offeror shall provide a detailed explanation of how they monitor the safety of carriers they contract with, as well as the handlers of those vehicles. What steps do they take to mitigate risk? Have there been any claims against the Contractor in the past five years? Do they ever contract with companies that use 15-passenger vans as a mode of transportation?

As your current travel provider, copies of applicable certificates of insurance are on file with UNC Athletics. If re-selected as your travel partner, insurance certificates will be updated as needed.

Regarding buses contracted in the Anthony Travel Motor Coach Connection, we offer your university risk management protection by:

- Performing background checks
- Securing certificates of insurance
- Confirming Department of Defense certification
- Confirming DOT safety compliance standing
- Securing late model equipment

No legal claims have been filed against Anthony Travel in the past five years.

Safety is our primary concern. Travel policy at many of our university clients prohibits the use of 15-passenger vans for all university business, including team travel. We will comply with UNC and NCAA policy regarding the use of 15-passenger vans as a mode of transportation for collegiate team travel.

F. The Offeror shall provide a signed copy of the Execution of Proposal page with the proposal. The Execution of Proposal page is located directly after Article VII, Terms and Conditions.

Agreed. This document is included in our response.

G. The Offeror shall provide a completed copy of the WHERE SERVICE CONTRACTS WILL BE PERFORMED page with the proposal. The WHERE SERVICE CONTRACTS WILL BE PERFORMED page is located directly after the Execution of Proposal page.



Agreed. This document is included in our response.

H. The Offeror shall provide a completed copy of the CRIMINAL BACKGROUND STATEMENT page with the proposal. The CRIMINAL BACKGROUND STATEMENT page is located directly after the WHERE SERVICE CONTRACTS WILL BE PERFORMED page.

Agreed. This document is included in our response.

I. The Offeror shall completely fill out Section VI, Pricing Schedule, and include it in the proposal. All blanks in Section VI, Pricing Schedule, must be filled in.

Agreed.



ARTICLE VI PRICING SCHEDULE

Section 6.01 The Offeror shall propose the costs to furnish the services in accordance with this RFP. Award will be made to the Contractor(s) whose proposal is most advantageous to the University in accordance with Section 4.06.

Please provide a complete pricing layout to include definitions and explanations if required.

In appreciation of the extraordinary partnership, long-standing relationship and mutual respect between the University of North Carolina at Chapel Hill Department of Athletics and Anthony Travel, Inc., ATI has offered deeply discounted pricing to UNC Athletics. Consequently, the pricing provided herein by Anthony Travel, Inc. must remain confidential and exempt from disclosure.

All pricing is based on the following inclusions in the scope of work.

- Rams Club Events
- International Tours
- Charter Services
- Individual and Team Hotel Reservations
- Busses

OPTION A: Five (5) year period with option of five (5) additional one (1) year terms not to exceed ten (10) years.

Option A.1 is based on UNC Athletics current pricing structure – a combination of management and ticketing fees.

Year	Management Fee	Ticketing Fee	Year	Management Fee	Ticketing Fee
1	\$ 40,000.00	\$20 per ticket	6	\$ 51,051.26	\$20 per ticket
2	\$ 42,000.00	\$20 per ticket	7	\$ 53,603.83	\$20 per ticket
3	\$ 44,100.00	\$20 per ticket	8	\$ 56,284.02	\$20 per ticket
4	\$ 46,305.00	\$20 per ticket	9	\$ 59,098.22	\$20 per ticket
5	\$ 48,620.25	\$20 per ticket	10	\$ 62,053.13	\$20 per ticket
Total					\$503,115.70

Option A.2 is a management fee only option.

Management Fee Only			
Year	Fee	Year	Fee
1	\$100,000.00	6	\$127,628.16
2	\$105,000.00	7	\$134,009.56
3	\$110,250.00	8	\$140,710.04
4	\$115,762.50	9	\$147,745.54
5	\$121,550.63	10	\$155,132.82
Total			\$1,257,789.25



OPTION B: Three (3) year period with option of seven (7) additional one (1) year terms not to exceed ten (10) years.

Option B.1 is based on UNC Athletics current pricing structure – a combination of management and ticketing fees.

Year	Management Fee	Ticketing Fee	Year	Management Fee	Ticketing Fee
1	\$45,000.00	\$20 per ticket	6	\$57,432.67	\$20 per ticket
2	\$47,250.00	\$20 per ticket	7	\$60,304.30	\$20 per ticket
3	\$49,612.50	\$20 per ticket	8	\$63,319.52	\$20 per ticket
4	\$52,093.13	\$20 per ticket	9	\$66,485.49	\$20 per ticket
5	\$54,697.78	\$20 per ticket	10	\$69,809.77	\$20 per ticket
Total				\$566,005.16	

Option B.2 is a management fee only option.

Management Fee Only			
Year	Fee	Year	Fee
1	\$ 105,000.00	6	\$ 134,009.56
2	\$ 110,250.00	7	\$ 140,710.04
3	\$ 115,762.50	8	\$ 147,745.54
4	\$ 121,550.63	9	\$ 155,132.82
5	\$ 127,628.16	10	\$ 162,889.46
Total			\$1,320,678.72

"Best decision we ever made. We save money and coaches save time."

-Brad Stricklin
Senior Associate AD/CFO
University of Central Florida



EXECUTION OF PROPOSAL

TITLE: DEPARTMENT OF ATHLETICS TRAVEL SERVICES CONTRACT
FOR THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

PROPOSAL NUMBER: 65-RFPB678273

Certification: By executing this proposal, the signer certifies that this proposal is submitted competitively and without collusion (N.C. Gen. Stat. § 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (N.C. Gen. Stat. § 143-59.2), and that it is not an ineligible vendor as set forth in N.C. Gen. Stat. § 143-59.1. False certification is a Class I felony.

Will any of the work under this contract be performed outside of the United States?

Yes No *If your answer was yes, then in your proposal you shall describe in detail what part of the work will be performed outside of the United States as well as what percentage of the total contract that work represents by completing the attached document entitled "WHERE SERVICE CONTRACTS WILL BE PERFORMED".*

FIRM NAME: Anthony Travel, Inc.

ADDRESS: P.O. Box 1086

CITY, STATE, ZIP CODE: Notre Dame, IN 46556

PHONE NUMBER: (574) 631-7080 FAX NUMBER: (574) 631-8540

FEDERAL TAX IDENTIFICATION NUMBER: Please attach a completed W-9 Form and a completed Vendor Master File Record.

PRINCIPAL PLACE OF BUSINESS IF DIFFERENT FROM ABOVE: _____

NAME: Patrick Walsh TITLE: Senior Vice President, Collegiate Travel

SIGNATURE (IN INK): [Signature] DATE: October 7, 2013

EMAIL ADDRESS: pwalsh@anthonytravel.com

THIS PAGE AND THE ONE FOLLOWING MUST BE COMPLETELY FILLED OUT, SIGNED AND RETURNED WITHIN YOUR PROPOSAL.

UNSIGNED PROPOSALS SHALL NOT BE CONSIDERED.



VENDOR MASTER FILE RECORD DATA FORM

IRS INFORMATION:

In order to comply with Internal Revenue Service (IRS) regulations, we are required to obtain your Social Security Number (SSN) or Federal Tax Identification Number (TIN/EIN) to satisfy IRS Form 1099 reporting requirements. Failure to provide this information may subject all payments made to you to the 31% backup withholding as required by the IRS.

Enter your TIN in the appropriate box below. For individuals, this is your SSN. For sole proprietors you must show your individual name, but you may also enter your business or 'doing business as' name. You may use either your SSN or EIN. For partnerships you must show the name filed first on the partnership papers. For other entities, it is your EIN.

SOCIAL SECURITY NUMBER	EMPLOYER ID NUMBER
<input type="text"/> - <input type="text"/> - <input type="text"/>	

CONTACT INFORMATION:

REMIT TO:	ORDER FROM:	SAME AS REMIT TO	
Vendor Name:	Vendor Name:	Anthony Travel, Inc.	
Contact Name:	Contact Name:	Pat Walsh	
Address 1:	Address 1:	P.O. Box 1086	
Address 2:	Address 2:		
City: State: Zip:	City Notre Dame: State: IN Zip: 46556		
Phone: Fax:	Phone: 574-631-5155 Fax: 574-631-8504		
E-Mail:	E-Mail: patwalsh@anthonytravel.com		
Website:	Website: www.anthonytravel.com		

TYPE OF BUSINESS:

Individual/Sole Proprietor Partnership Corporation Other

HUB INFORMATION: (OWNERSHIP OF 51% OR GREATER BY THE FOLLOWING)

Minority Women Disabled N/A

SIZE OF BUSINESS:

Small (< 500 employees) Large (> 500 employees)

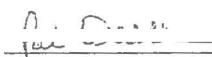
ELECTRONIC PAYMENT INFORMATION: (THIS IS THE METHOD OF PAYMENT PREFERRED BY THE UNIVERSITY) *When submitting completed form, please attach an imaged voided check.

Bank Name:

Routing #: Account #:

Email for ACH remit advice:

I CERTIFY THAT (1) I AM DULY AUTHORIZED TO COMPLETE THIS FORM; (2) THE LEGAL ORGANIZATION AND TAX IDENTIFICATION NUMBER SHOWN ON THIS FORM ARE CORRECT, AND (3) I AM NOT SUBJECT TO BACKUP WITHHOLDING. AN ORIGINAL SIGNATURE IS REQUIRED BY THE IRS.



SIGNATURE

Sr. Vice President, Collegiate Travel

TITLE

October 7, 2013

DATE



WHERE SERVICE CONTRACTS WILL BE PERFORMED

In accordance with NC General Statute 143-59.4 (Session Law 2005-169),
this form is to be completed and submitted with the Offeror's proposal.

TITLE: DEPARTMENT OF ATHLETICS TRAVEL SERVICES CONTRACT
FOR THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

PROPOSAL NUMBER: 65-RFPB678273

ISSUING AGENCY: UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL
PROCUREMENT SERVICES
104 AIRPORT DRIVE, SUITE 2700, CB #1100
CHAPEL HILL, NORTH CAROLINA 27599-1100
ATTENTION: Mr. Mark Sillman
Phone: 919.962.9463 Fax: 919.962.0636

FIRM NAME: Anthony Travel, Inc.

ADDRESS: P.O. Box 10856

CITY, STATE, ZIP CODE: Notre Dame, IN 46556

Location(s) from which services will be performed by the contractor:

Service	City/Province/State	Country
<u>Travel management for UNC Athletics</u>	<u>Chapel Hill, NC</u>	<u>U.S.A.</u>

Location(s) from which services are anticipated to be performed outside the U.S. by the contractor:

Location(s) from which services will be performed by subcontractor(s):

Service	Subcontractor	City/Province/State	Country

Location(s) from which services are anticipated to be performed outside the U.S. by the subcontractor(s):

(Attach additional pages if necessary.)



CRIMINAL BACKGROUND STATEMENT

TITLE: DEPARTMENT OF ATHLETICS TRAVEL SERVICES CONTRACT
FOR THE UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

PROPOSAL NUMBER: 65-RFPB678273

The Offeror hereby certifies that it performs and maintains criminal background checks on all employees and will not allow any employee who has a criminal background to work on University/Endowment property without first notifying and obtaining approval from the Contract Administrator.

FIRM NAME: Anthony Travel, Inc.

NAME: Patrick Walsh TITLE: Senior Vice President, Collegiate Travel

SIGNATURE (IN INK): [Signature] DATE: October 7, 2013

THIS PAGE MUST BE COMPLETELY FILLED OUT, SIGNED AND RETURNED WITHIN YOUR PROPOSAL.

Failure to include this information in the proposal may disqualify an Offeror as a potential Contractor.

Answer: Some busses are booked through our current provider, but not all. In the last fiscal year, our current provider contracted 65 busses with an overall dollar volume of \$138,250.00. It is our intention to increase the volume of bus activity through our travel partner.

Question 15: Will the Ram's Club provide managing firm with the ability to include game tickets (at cost) as a component in any travel package offered?

Answer: Most likely; however, that depends on the event and venue – in most cases the tickets are handled separately through our ticket office within the Athletic Department.

Question 16: What marketing support will the Ram's Club provide vendor?

Answer: The Rams Club will readily provide donor listings for mailings, email blasts, etc. as needed to get the information out to our donors.

Question 17: How many travel opportunities will the Ram's Club support each year in football and mens' basketball? Is any postseason travel a definite?

Answer: In the past we offered options for away football games and would like to re-instate or explore that practice going forward. There have been a few non-conference basketball games which we have offered packages for as well – that depends on the location and venue as well. Postseason travel for football and men's basketball is definitely something we have been doing each year.

1. Check ONE of the following options for this addendum:

Proposal has not been mailed. Any changes resulting from this addendum are included in our Proposal.

Proposal has already been mailed. No changes resulted from this addendum.

Proposal has already been mailed. Changes resulting from this addendum are as follows.

2. This addendum must be signed below and submitted with your:

- a. Proposal if this is not a two-step RFP.
- b. Technical Proposal if this is a two-step RFP.
- c. Separate correspondence if you have already sent in your proposal.

Execute Addendum

Company Name: Anthony Travel, Inc.

Authorized Signature: Pat Walsh

Name and Title (Typed): Pat Walsh, Senior Vice President, Collegiate Travel

Date: October 10, 2013

REQUEST FOR BEST AND FINAL OFFER

ISSUE DATE: NOVEMBER 08, 2013

PROPOSAL NUMBER: RFP B678273BAFO01

ISSUING AGENCY: UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL
PROCUREMENT SERVICES
104 AIRPORT DRIVE, SUITE 2700, CB# 1100
CHAPEL HILL, NORTH CAROLINA 27599-1100
ATTENTION: Mr. Mark Sillman
Phone: (919) 962-9463
Fax: (919) 962-6271

IMPORTANT: This Best and Final Offer (BAFO) is a ONE-STEP process. Please answer all questions completely and submit via email.

Emailed BAFO'S shall be received until 4:00 p.m. on **NOVEMBER 14, 2013** for furnishing services described in Request For Proposal **RFP B678273** at the following email address; mark_sillman@unc.edu. Proposals not received by **4:00 p.m. on NOVEMBER 14, 2013** may not be considered.

The University of North Carolina at Chapel Hill and its Cogeneration Facility has reviewed your response and request that you take the following into consideration.

Question 01: All post-season travel packages will be priced in conjunction with the Athletic Department:

Anthony Travel's response:

Additionally, we are often able to create additional revenues for our client partners like the University of North Carolina when selling your official travel package to a major event. Hotel pricing and travel packages for spectators attending an event *will be developed and priced with the goal of maximizing the number of people willing to buy the preferred products at a price that allows us to make a reasonable return for the services, expenses, and risk undertaken.* We can include a mutually agreed upon amount per package, ensuring you receive fair compensation for your support in creating and marketing the tour to your fans and donors.

UNC Athletic Department's response:

We would like for the packages to be more attractive, from a cost standpoint, to our potential travelers than in years past, since the Athletic Department often has mandatory tickets and hotel rooms that must be purchased from event organizers. The Athletic Department needs more input into the pricing of these packages.

Answer: The Athletic Department is welcome to give more input into the pricing of these packages.

Question 03: Describe your management reporting system. How is access to this system controlled? Please submit examples of reports that would be available to the Athletic Department. Indicate whether or not you have specialized reporting software that will allow you to customize reports. How often do you provide these reports? Do you offer customized reports? Are you flexible with your reporting capabilities?

Anthony Travel's response:

We use TRAMS to produce customized management reports specifically for Tar Heel Athletics, detailing or summarizing data on all of your travel purchases according to your indicated needs.

Data is customized as you wish and reports are sorted according to your specific needs. Anthony Travel currently provides customized reports, such as the monthly CABS report, according to the reporting procedures, reporting format and reporting frequency required by University of North Carolina Athletics.

UNC Athletic Department's response:

We would like to see the reports detailing the following on a monthly basis, in addition to reports we currently receive (some of these items are currently being provided):

- Air travel by customer name & cost center/account
- Bus travel by sport/account
- Hotel nights/stays by account
- Credit card reconciliation (to ghost card, departmental VISA's, etc...)
- Monthly CABS report
- Free tickets earned by sport
- Unused tickets/available airfare funds by sport or cost center

We would like to receive the following information on a quarterly basis (at minimum), and more frequently if easily accessible:

- Top city routes & average ticket cost (plus cost per mile)
- Top airlines used & average ticket cost (plus cost per mile)
- Top hotel chains used & average cost per stay (plus cost per night)
- Top rental car companies used & average cost per rental (plus cost per day)

Answer: Note answer to reporting question below. The highlighted question is answered within the body of the attached email & corresponding spreadsheet.

With the above questions being taken into consideration the University requests that you provide your best and final offer based on all things considered.

ATI agrees to provide the reports noted above. If UNC selects the hybrid financial model proposed, then ATI shall charge UNC an additional \$250 per month to provide all the reports. If UNC selects the full management fee model proposed, then all the reporting requested shall be included as part of the monthly management fee.

UNC understands that only those reservations booked through ATI will be included in the reporting; for example, if a sport books local bus services outside of ATI, then those figures will not be represented. Additionally, UNC agrees to provide final team hotel billing totals to ATI for accurate invoicing into our backoffice system as requested.

Question 02: Please provide a complete pricing layout to include definitions and explanations if required:

Anthony Travel's response:

All pricing is based on the following inclusions in the scope of work.

- Rams Club Events
- International Tours
- Charter Services
- Individual and Team Hotel Reservations
- **Busses**

UNC Athletic Department's response:

Would teams be required to book ALL team hotel reservations and all charter bus service (even trips originating from Chapel Hill/campus) through Anthony Travel going forward? We would like for teams to retain the option to price destination bus service (originating from Chapel Hill) through UNC Purchasing Services if they desire.

Answer: ATI agrees that teams may retain the option to price bus service originating from Chapel Hill through UNC Purchasing Services if they desire. All team hotel reservations and out-of-town charter bus services will be booked through ATI.

EXECUTION OF PROPOSAL

The *signature* of an authorized company representative below certifies that the proposal was submitted competitively and without collusion.

FIRM NAME: Anthony Travel, Inc.

ADDRESS: LaFortune Student Center

CITY, STATE, ZIP CODE: Notre Dame, IN 46556

PHONE NUMBER: 574-631-5155 **FAX NUMBER:** 574-631-8504

FEDERAL TAX IDENTIFICATION NUMBER: _____

NAME: Patrick Walsh **TITLE:** Senior VP, Collegiate Travel

SIGNATURE (IN INK): Patrick Walsh **DATE:** November 12, 2013

EMAIL ADDRESS: patwalsh@anthonytravel.com

REQUEST FOR BEST AND FINAL OFFER

ISSUE DATE: NOVEMBER 08, 2013

PROPOSAL NUMBER: RFP B678273BAFO01

ISSUING AGENCY: UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL
PROCUREMENT SERVICES
104 AIRPORT DRIVE, SUITE 2700, CB# 1100
CHAPEL HILL, NORTH CAROLINA 27599-1100
ATTENTION: Mr. Mark Sillman
Phone: (919) 962-9463
Fax: (919) 962-6271

IMPORTANT: This Best and Final Offer (BAFO) is a ONE-STEP process. Please answer all questions completely and submit via email.

Emailed BAFO'S shall be received until 4:00 p.m. on **NOVEMBER 14, 2013** for furnishing services described in Request For Proposal **RFP B678273** at the following email address; mark_sillman@unc.edu. Proposals not received by 4:00 p.m. on **NOVEMBER 14, 2013** may not be considered.

The University of North Carolina at Chapel Hill and its Cogeneration Facility has reviewed your response and request that you take the following into consideration.

Question 01: All post-season travel packages will be priced in conjunction with the Athletic Department:

Anthony Travel's response:

Additionally, we are often able to create additional revenues for our client partners like the University of North Carolina when selling your official travel package to a major event. Hotel pricing and travel packages for spectators attending an event *will be developed and priced with the goal of maximizing the number of people willing to buy the preferred products at a price that allows us to make a reasonable return for the services, expenses, and risk undertaken.* We can include a mutually agreed upon amount per package, ensuring you receive fair compensation for your support in creating and marketing the tour to your fans and donors.

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FEDERAL TAX IDENTIFICATION NUMBER: _____

NAME: Patrick Walsh **TITLE:** Senior VP, Collegiate Travel

SIGNATURE (IN INK): PAUL W. WALSH **DATE:** November 12, 2013

EMAIL ADDRESS: patwalsh@anthonytravel.com

Proposal

5 years with 5 extensions UNC Counter-Offer

ATI BAFO

Year 1	\$ 86,000.00	\$ 95,000.00
Year 2	90,000.00	99,750.00
Year 3	94,100.00	104,737.50
Year 4	98,305.00	109,974.38
Year 5	102,620.25	115,473.09
	\$ 471,025.25	\$ 524,934.97
Year 6	107,051.26	121,246.75
Year 7	111,603.83	127,309.09
Year 8	116,284.02	133,674.54
Year 9	121,098.22	140,358.27
Year 10	126,053.13	147,376.18
	\$ 1,053,115.71	\$ 1,194,899.79